QANTAS FREIGHT

domestic online booking tool
User Guide

Supply Chain Improvement Program

VERSION 1.0

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Introduction

Qantas Freight is revolutionising domestic air freight in Australia. We're removing paper-based processes to deliver a faster, smarter and more efficient service.

You'll enjoy the convenience of being able to do more online. And you'll benefit from new self-service kiosks and warehouse technology at our major domestic terminals that are enabling our team to deliver a fast and reliable service.

Book online to save time

Qantas Freight is giving you the tools to prepare your shipments online so that your time at the terminal is quick and easy.

- ✓ Online bookings automatically registered in Qantas Freight's core operating system;
- ✓ Registered customers only need to log into one system to book, and track shipments;
- ✓ Regular account customers can set up online templates to save time entering repeat shipment data;
- ✓ Customers that ship large volumes can create Lodgement Lists to collate multiple air waybills into one Lodgement ID to save time at your warehouse and our terminal.

Bypass the queue

If you have booked online you can utilise the time-saving Express Check kiosks at the terminal. There is no need to wait in queue; our team will simply confirm that the shipment you present matches your booking. Lodge and go in a matter of minutes.

- ✓ When arriving at a major domestic freight terminal head straight to a self-service Express Check kiosk, bypassing front counter queues;
- ✓ Enter the air waybill number or lodgement ID on the kiosk.

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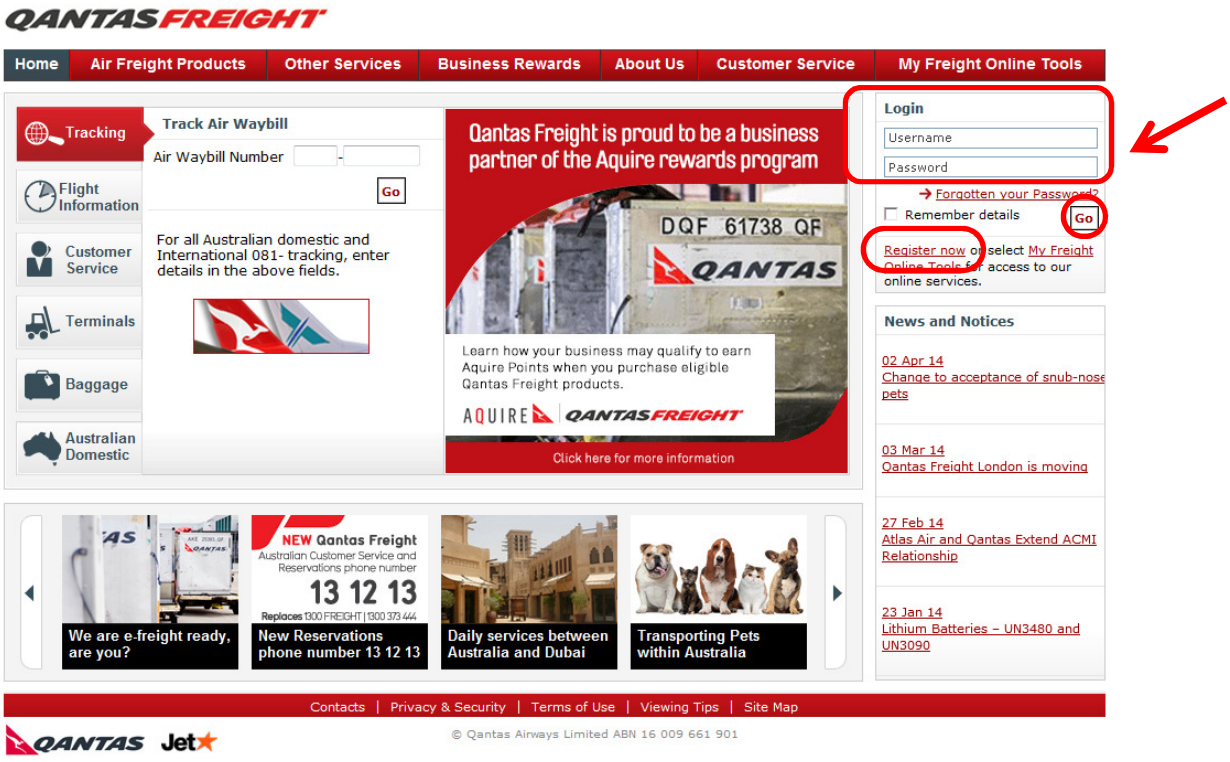
1 Getting Started

1.1 Login

To access the new booking tool, go to qantasfreight.com and enter your username and password in the login panel. This is located in the top right hand corner of the home screen.

If you are not already a registered user you may 'Register now' by clicking the link below and completing the online form.


QANTAS FREIGHT
Home
Air Freight Products
Other Services
Business Rewards
About Us
Customer Service
My Freight Online Tools
Tracking
Track Air Waybill
Air Waybill Number
Go
Flight Information
Customer Service
Terminals
Baggage
Australian Domestic
For all Australian domestic and International 081- tracking, enter details in the above fields.
Qantas Freight is proud to be a business partner of the Aquire rewards program
DQF 61738 QF
QANTAS
Learn how your business may qualify to earn Aquire Points when you purchase eligible Qantas Freight products.
AQUIRE
QANTAS FREIGHT
Click here for more information
Login
Username
Password
Forgotten your Password?
Remember details
Go
Register now or select My Freight Online Tools for access to our online services.
News and Notices
02 Apr 14
Change to acceptance of snub-nose pets
03 Mar 14
Qantas Freight London is moving
27 Feb 14
Atlas Air and Qantas Extend ACMI Relationship
23 Jan 14
Lithium Batteries – UN3480 and UN3090
We are e-freight ready, are you?
NEW Qantas Freight
Australian Customer Service and Reservations phone number
13 12 13
Replaces 1300 FREIGHT | 1300 373 444
New Reservations phone number 13 12 13
Daily services between Australia and Dubai
Transporting Pets within Australia
Contacts | Privacy & Security | Terms of Use | Viewing Tips | Site Map
QANTAS Jetstar
© Qantas Airways Limited ABN 16 009 661 901

Once you have entered your username and password, click 'Go' which will take you to the 'My Freight' home page.

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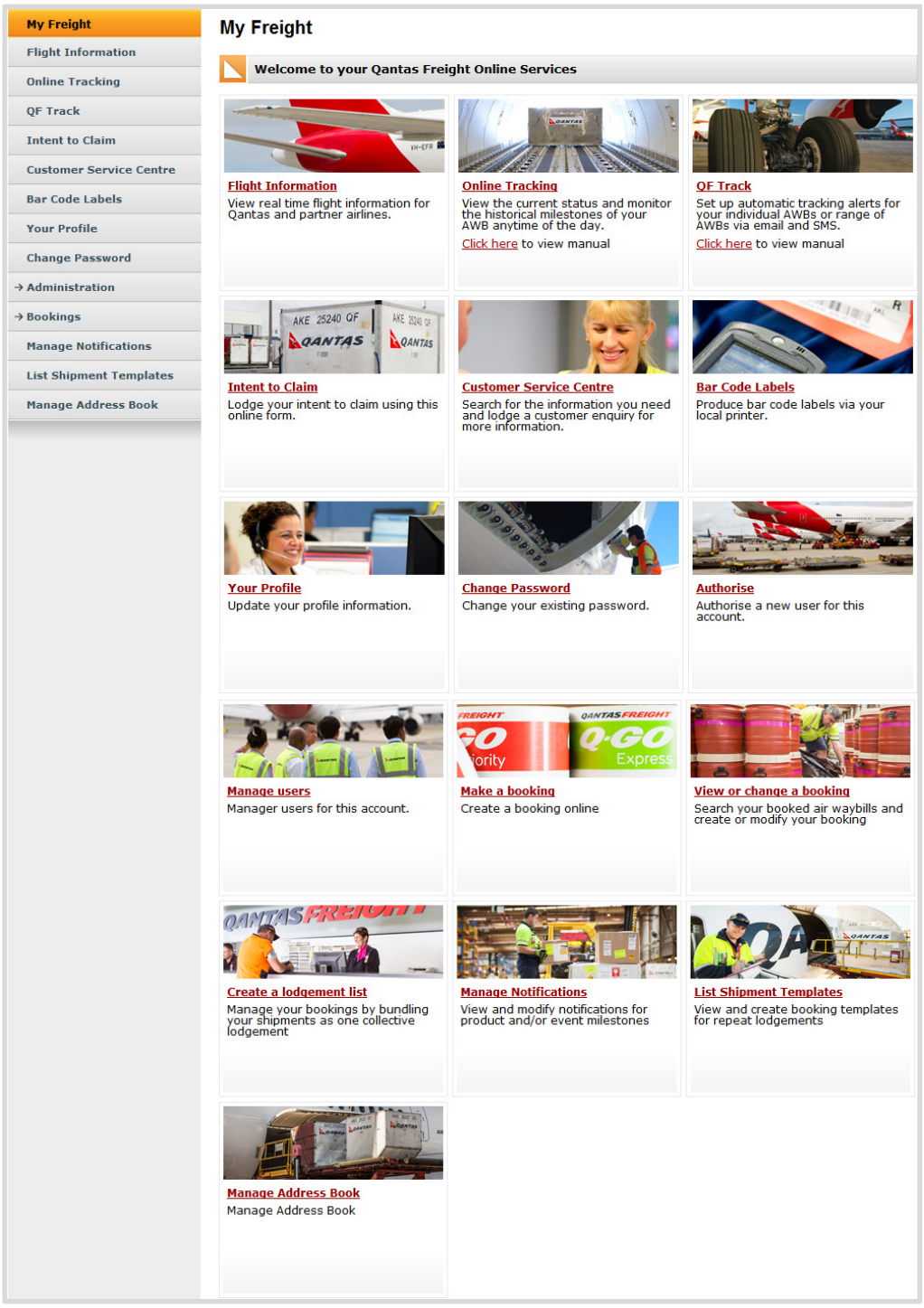
1.2 My Freight – Home page

On the left hand side of the screen you will find a menu containing all the functions you have been given access to including the Domestic Online Booking Tool. In the centre of the page there is also a link to each function, some with a simple 'how to' guide.


My Freight
Flight Information
Online Tracking
QF Track
Intent to Claim
Customer Service Centre
Bar Code Labels
Your Profile
Change Password
Administration
Bookings
Manage Notifications
List Shipment Templates
Manage Address Book
My Freight
Welcome to your Qantas Freight Online Services
Flight Information
View real time flight information for Qantas and partner airlines.
Online Tracking
View the current status and monitor the historical milestones of your AWB anytime of the day.
Click here to view manual
QF Track
Set up automatic tracking alerts for your individual AWBs or range of AWBs via email and SMS.
Click here to view manual
Intent to Claim
Lodge your intent to claim using this online form.
Customer Service Centre
Search for the information you need and lodge a customer enquiry for more information.
Bar Code Labels
Produce bar code labels via your local printer.
Your Profile
Update your profile information.
Change Password
Change your existing password.
Authorise
Authorise a new user for this account.
Manage users
Manager users for this account.
Make a booking
Create a booking online
View or change a booking
Search your booked air waybills and create or modify your booking
Create a lodgement list
Manage your bookings by bundling your shipments as one collective lodgement
Manage Notifications
View and modify notifications for product and/or event milestones
List Shipment Templates
View and create booking templates for repeat lodgements
Manage Address Book
Manage Address Book

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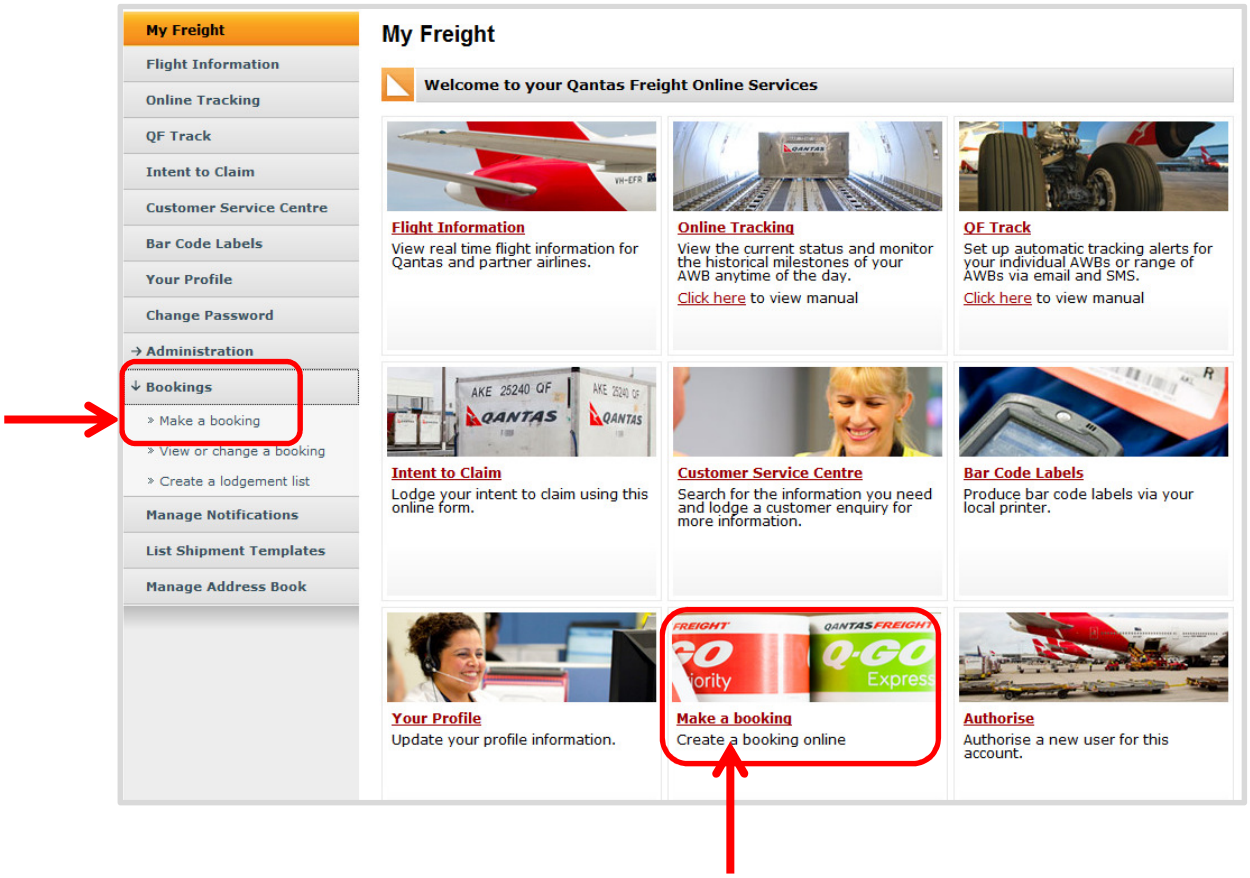
2 Shipment Registration Process

2.1 Make a Booking

To capture the details of your shipment, go to the My Freight home page and click the 'Bookings' link and then from the drop down menu click 'Make a booking' or you may like to click the link in the middle of the screen which will deliver the same outcome.


My Freight
Flight Information
Online Tracking
QF Track
Intent to Claim
Customer Service Centre
Bar Code Labels
Your Profile
Change Password
Administration
Bookings
Make a booking
View or change a booking
Create a lodgement list
Manage Notifications
List Shipment Templates
Manage Address Book
My Freight
Welcome to your Qantas Freight Online Services
Flight Information
View real time flight information for Qantas and partner airlines.
Online Tracking
View the current status and monitor the historical milestones of your AWB anytime of the day.
Click here to view manual
QF Track
Set up automatic tracking alerts for your individual AWBs or range of AWBs via email and SMS.
Click here to view manual
Intent to Claim
Lodge your intent to claim using this online form.
Customer Service Centre
Search for the information you need and lodge a customer enquiry for more information.
Bar Code Labels
Produce bar code labels via your local printer.
Your Profile
Update your profile information.
Make a booking
Create a booking online
Authorise
Authorise a new user for this account.

Once you have clicked this link you will then see the 'Make a booking' page.

See Screen shot on next page.

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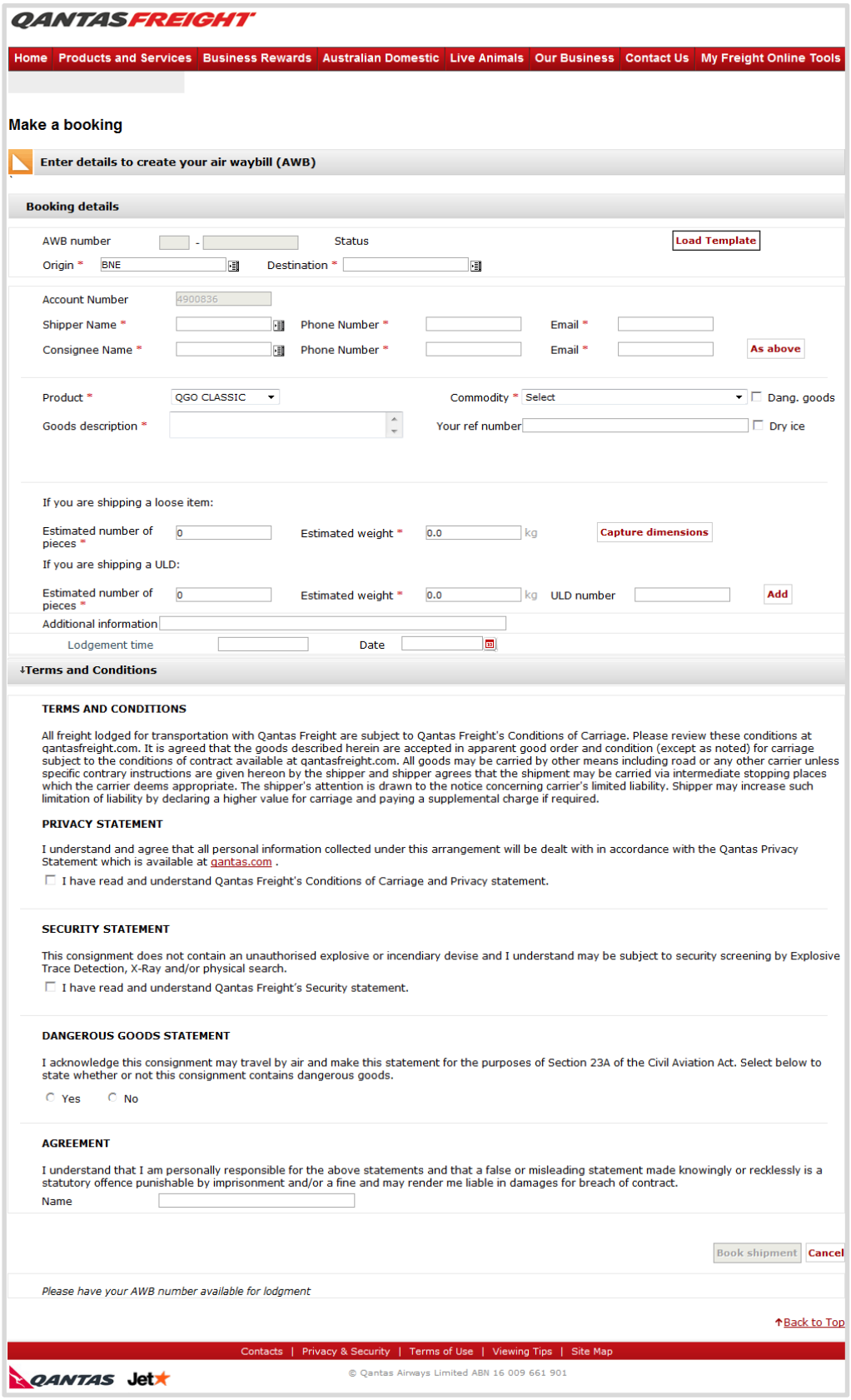
2.1.1 Make a Booking Home Page


QANTAS FREIGHT
Home
Products and Services
Business Rewards
Australian Domestic
Live Animals
Our Business
Contact Us
My Freight Online Tools
Make a booking
Enter details to create your air waybill (AWB)
Booking details
AWB number
Status
Load Template
Origin *
BNE
Destination *
Account Number
4900836
Shipper Name *
Phone Number *
Email *
Consignee Name *
Phone Number *
Email *
As above
Product *
QGO CLASSIC
Commodity *
Select
Dang. goods
Goods description *
Your ref number
Dry ice
If you are shipping a loose item:
Estimated number of pieces *
Estimated weight *
kg
Capture dimensions
If you are shipping a ULD:
Estimated number of pieces *
Estimated weight *
kg
ULD number
Add
Additional information
Lodgement time
Date
Terms and Conditions
TERMS AND CONDITIONS
All freight lodged for transportation with Qantas Freight are subject to Qantas Freight's Conditions of Carriage. Please review these conditions at qantasfreight.com. It is agreed that the goods described herein are accepted in apparent good order and condition (except as noted) for carriage subject to the conditions of contract available at qantasfreight.com. All goods may be carried by other means including road or any other carrier unless specific contrary instructions are given hereon by the shipper and shipper agrees that the shipment may be carried via intermediate stopping places which the carrier deems appropriate. The shipper's attention is drawn to the notice concerning carrier's limited liability. Shipper may increase such limitation of liability by declaring a higher value for carriage and paying a supplemental charge if required.
PRIVACY STATEMENT
I understand and agree that all personal information collected under this arrangement will be dealt with in accordance with the Qantas Privacy Statement which is available at qantas.com .
I have read and understand Qantas Freight's Conditions of Carriage and Privacy statement.
SECURITY STATEMENT
This consignment does not contain an unauthorised explosive or incendiary devise and I understand may be subject to security screening by Explosive Trace Detection, X-Ray and/or physical search.
I have read and understand Qantas Freight's Security statement.
DANGEROUS GOODS STATEMENT
I acknowledge this consignment may travel by air and make this statement for the purposes of Section 23A of the Civil Aviation Act. Select below to state whether or not this consignment contains dangerous goods.
Yes
No
AGREEMENT
I understand that I am personally responsible for the above statements and that a false or misleading statement made knowingly or recklessly is a statutory offence punishable by imprisonment and/or a fine and may render me liable in damages for breach of contract.
Name
Book shipment
Cancel
Please have your AWB number available for lodgment
Back to Top
Contacts | Privacy & Security | Terms of Use | Viewing Tips | Site Map
QANTAS Jetstar
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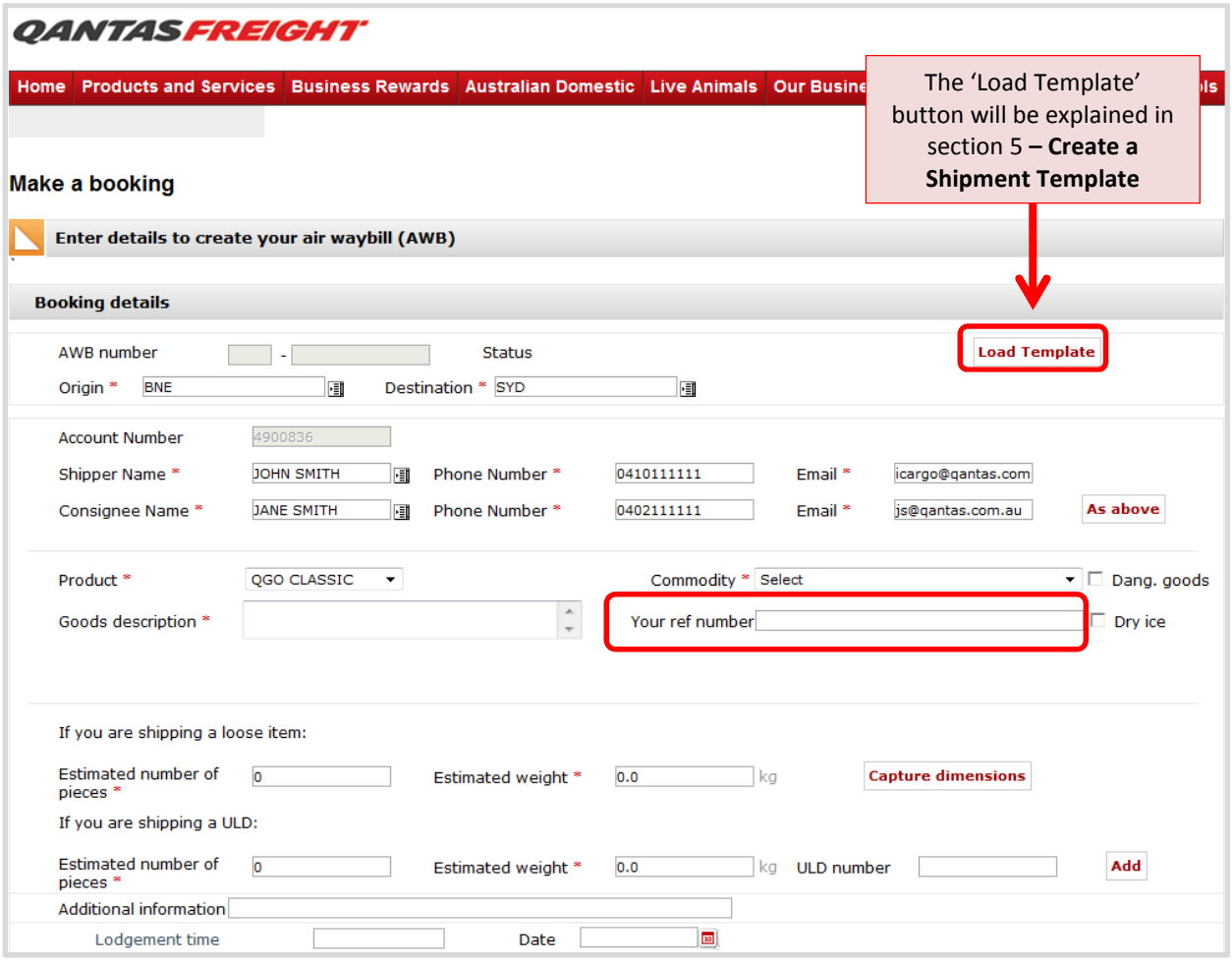
2.1.2 Booking Details

Now you can capture the details of your shipment to create your Air Waybill (AWB).
The fields identified by a red asterisk (*) are mandatory fields.

- Origin (defaulted)
- Destination
- Shipper Name / Phone / Email (defaulted)
- Consignee Name / Phone / Email
- Product
- Commodity (Options available will be driven by Product selected)
- Goods Description (free text to further describe shipment)
- Estimated no. of pieces and weight for loose items and for ULDs



You have the option to enter a reference number in the 'Your ref number' field, which is free text and this will appear on your invoice. This function may be used to relate this AWB to your accounting / booking system.

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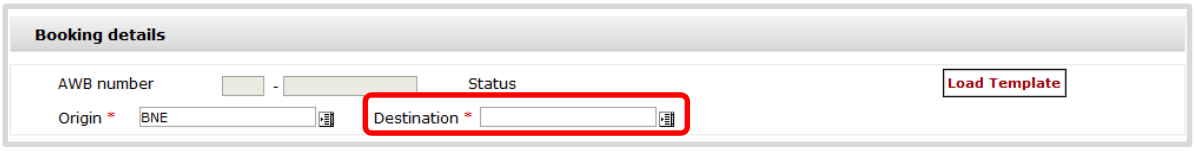
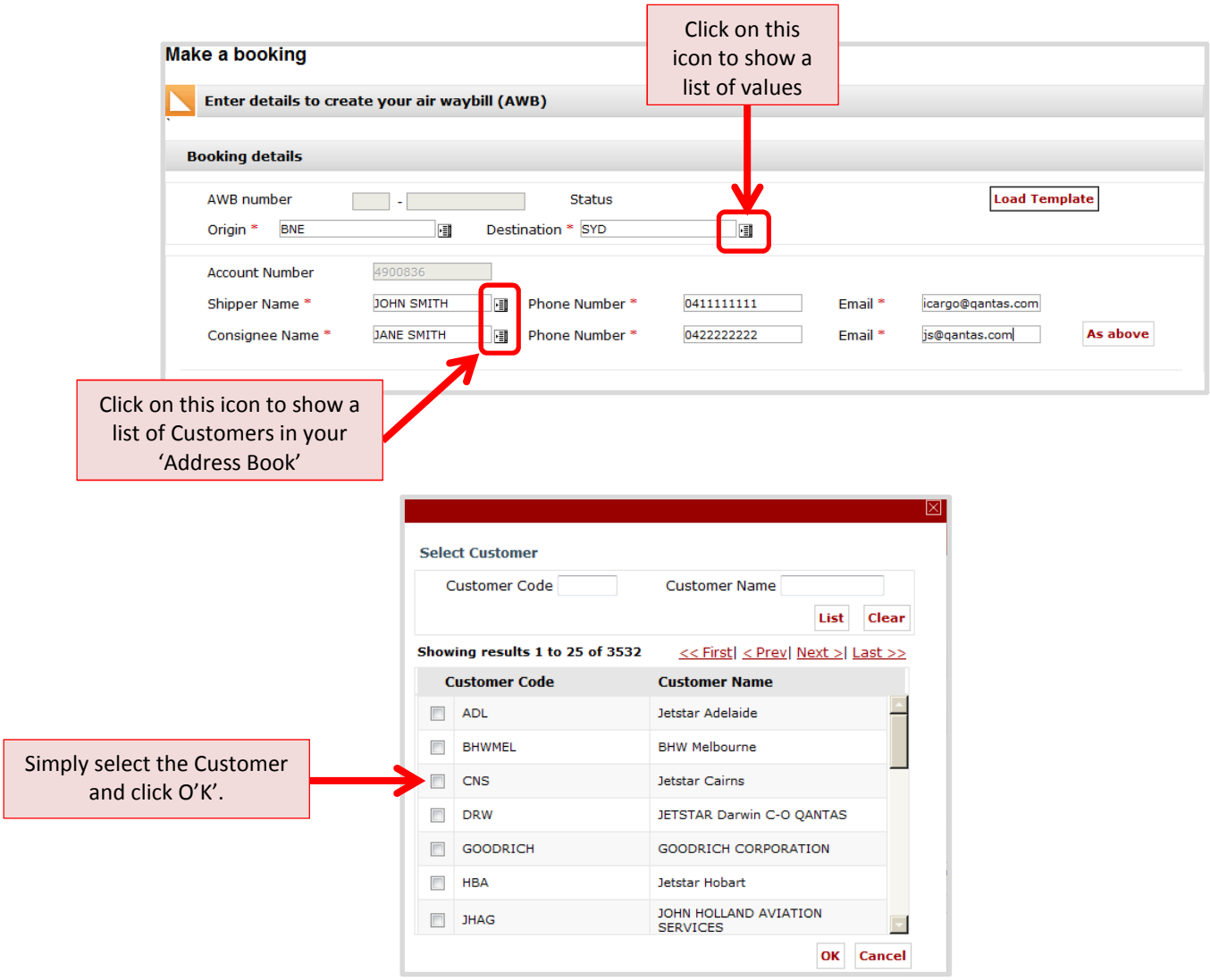
2.1.2.1 Flight Details Section

The Origin Port will default to the home location of your company, the destination port must be entered.



2.1.2.2 Shipper Details Section

Shipper, Consignee, Phone Number and Email are free text fields. You have the option to click on the 'list' icon which will allow you to select Shipper or Consignee from your Address Book to assist in completing the online form (and speed up the process).



The address book functionality is covered in Section 7 Address Book

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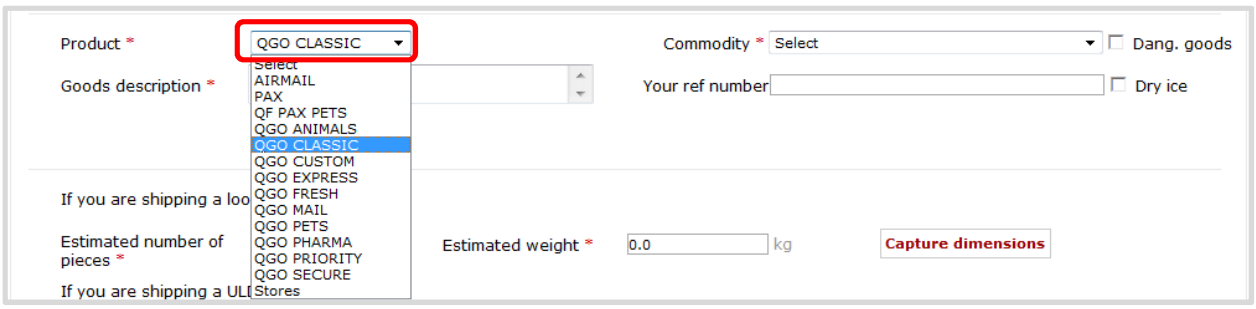
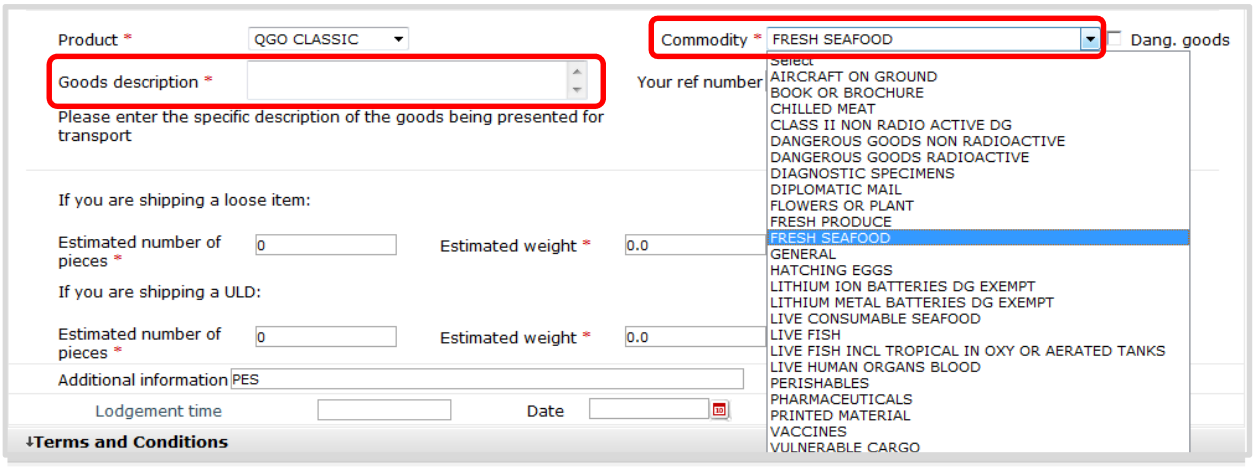
2.1.2.3 Shipment Details Section

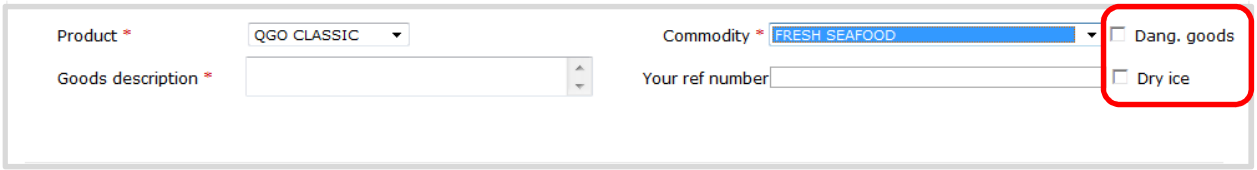
The 'Products' available on the drop down list will be determined by your account/registration details.



There is a 'drop-down' list for 'Commodity' as shown. You need to choose the most appropriate description of your freight. If you cannot find a matching description choose 'General' and use the 'Goods Description' to describe the contents of the shipment.



If the shipment is Dangerous Goods or Dry Ice you must click in the relevant check box as highlighted below.



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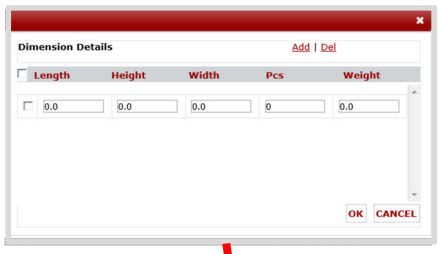
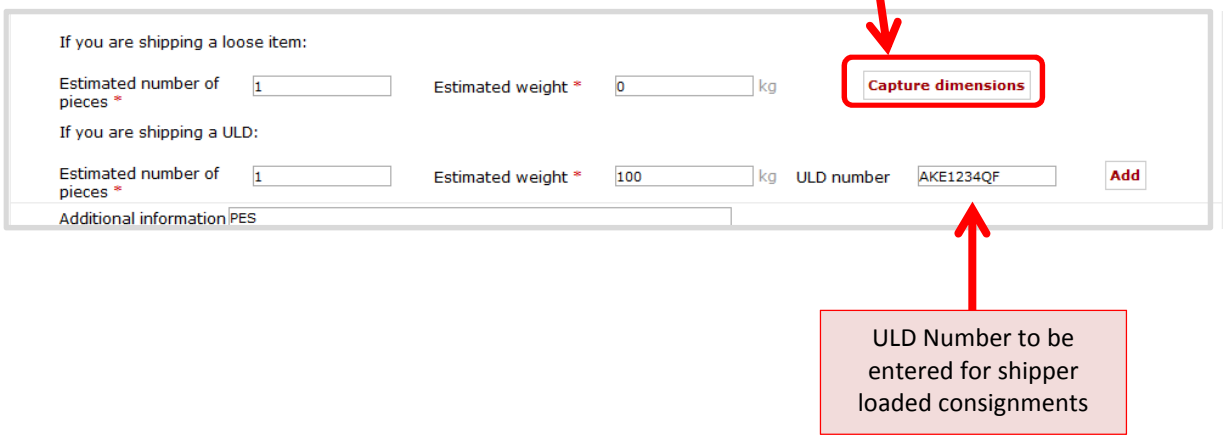
2.1.2.4 Pieces and Weight Section

You will also be required to enter estimated number of pieces and estimated weight. Once your AWB is accepted, you will also see the *actual* pieces and weight.

For loose items you may click on 'Capture dimensions' and enter the dimension details.

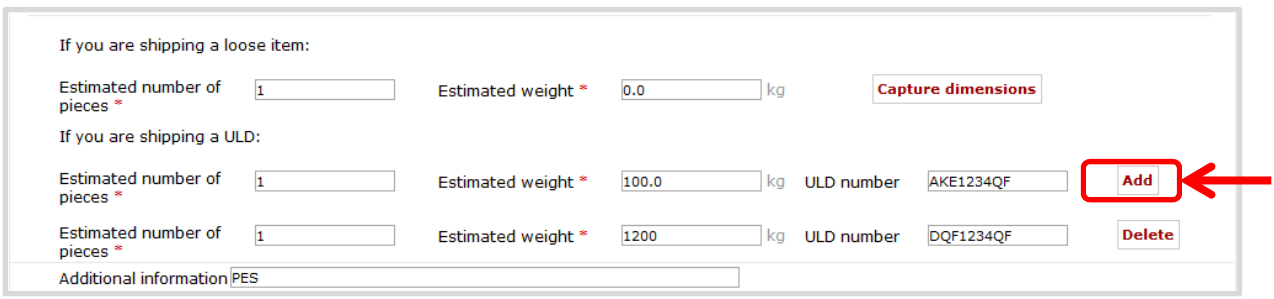
You can add as many dimension lines as required, however the total number of pieces and weight entered here must equal the total number of pieces and weight in the shipment.





ULD Number to be entered for shipper loaded consignments

Click on the 'Add' button if there is more than one ULD to capture.



Please note: *The initial version of the domestic online booking tool will only allow you to enter loose items, however the ULD function will follow soon after the system is implemented.*

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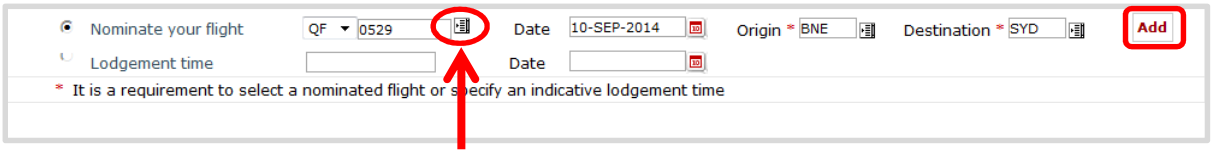
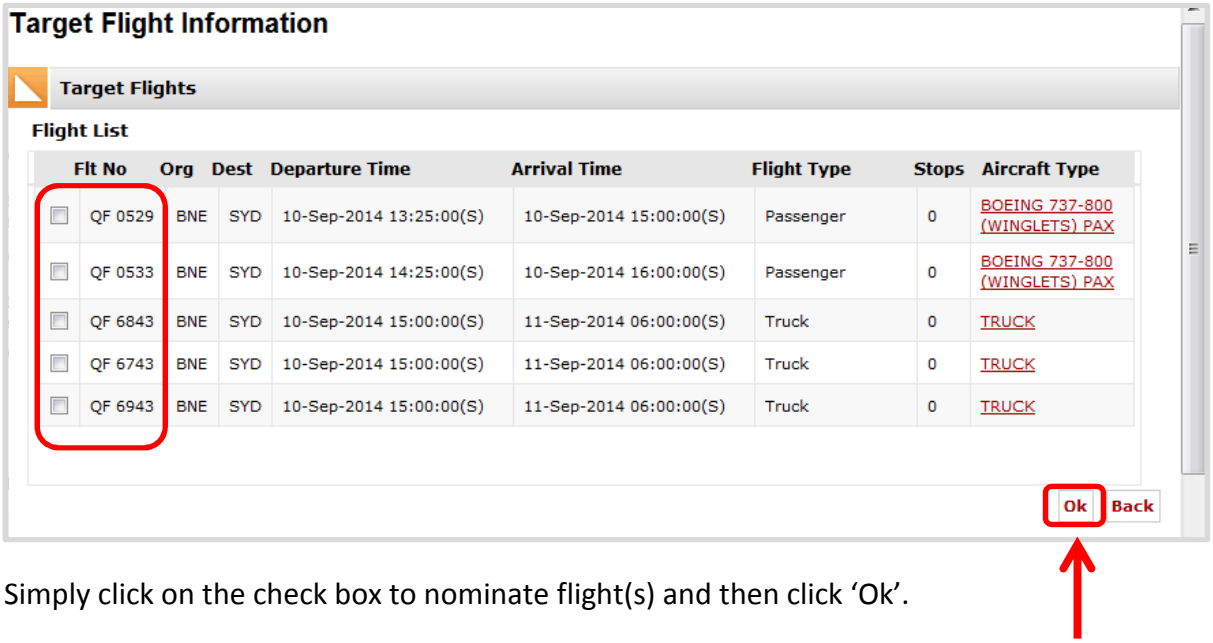
2.1.2.5 Lodgement Time

It is a requirement to then specify an indicative 'Lodgment time' and 'Date' [or if the Product Type allows you may nominate flight(s)].

E.g QGO Priority nominated for QF 529 BNE > SYD 10-SEP-2014



By clicking on the flight schedule icon a list of potential flights is provided from which you can select a nominated flight. If your freight requires routing via another port click the 'Add' button to select a further flight.


Target Flight Information
Target Flights
Flight List
Flt No Org Dest Departure Time Arrival Time Flight Type Stops Aircraft Type
QF 0529 BNE SYD 10-Sep-2014 13:25:00(S) 10-Sep-2014 15:00:00(S) Passenger 0 BOEING 737-800 (WINGLETS) PAX
QF 0533 BNE SYD 10-Sep-2014 14:25:00(S) 10-Sep-2014 16:00:00(S) Passenger 0 BOEING 737-800 (WINGLETS) PAX
QF 6843 BNE SYD 10-Sep-2014 15:00:00(S) 11-Sep-2014 06:00:00(S) Truck 0 TRUCK
QF 6743 BNE SYD 10-Sep-2014 15:00:00(S) 11-Sep-2014 06:00:00(S) Truck 0 TRUCK
QF 6943 BNE SYD 10-Sep-2014 15:00:00(S) 11-Sep-2014 06:00:00(S) Truck 0 TRUCK
Ok
Back

Simply click on the check box to nominate flight(s) and then click 'Ok'.

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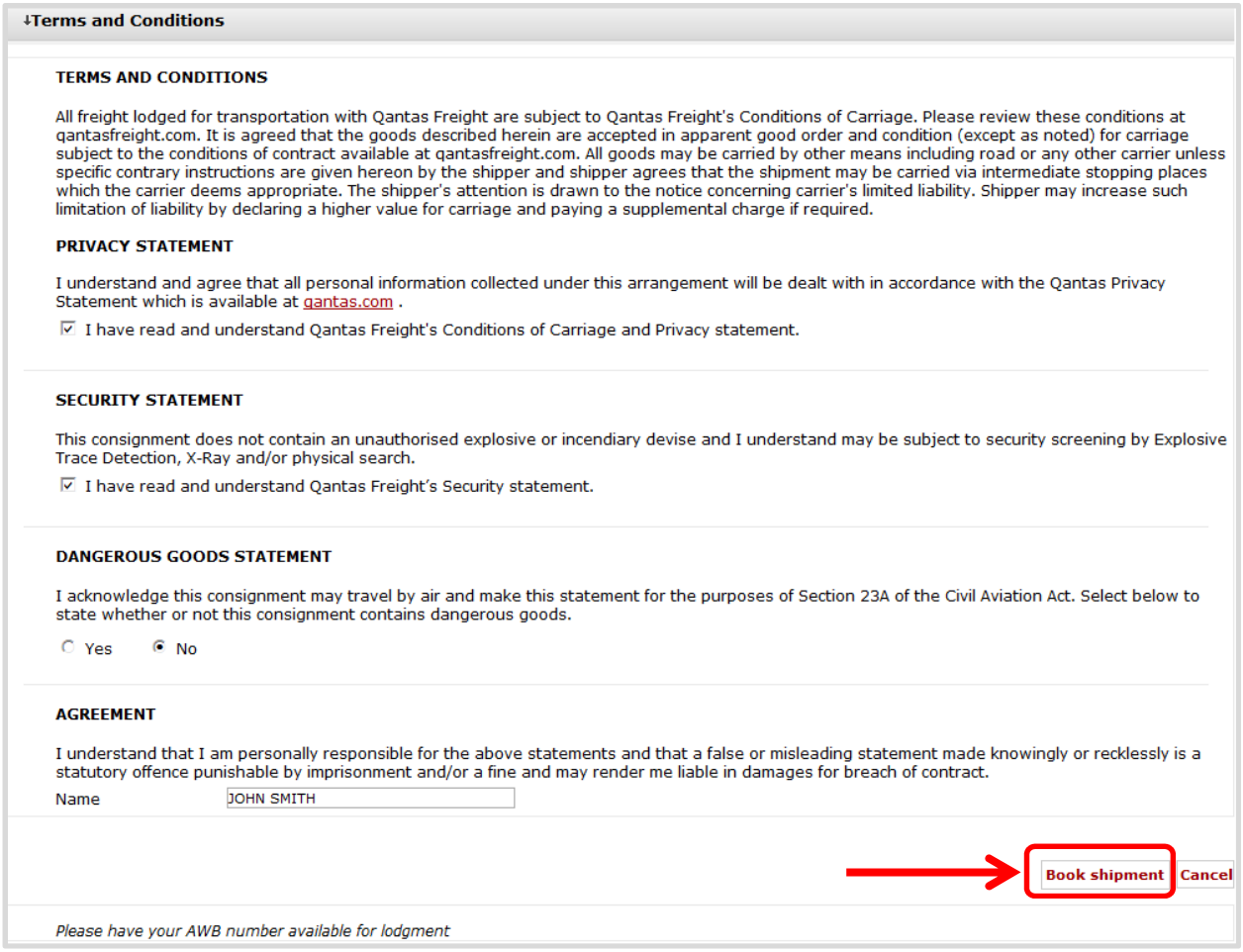
2.1.3 Finalise the Booking

Now that you have captured the details of your booking you can proceed to mark the Terms and Conditions, Privacy Statement, Security Statement by checking each box with a tick.

You must then select 'Yes/No' for the Dangerous Goods statement and provide a valid electronic signature by entering your name in the 'Name' field.
Once all the conditions have been met you can proceed to register the shipment by clicking the 'Book shipment' button.


Terms and Conditions
TERMS AND CONDITIONS
All freight lodged for transportation with Qantas Freight are subject to Qantas Freight's Conditions of Carriage. Please review these conditions at qantasfreight.com. It is agreed that the goods described herein are accepted in apparent good order and condition (except as noted) for carriage subject to the conditions of contract available at qantasfreight.com. All goods may be carried by other means including road or any other carrier unless specific contrary instructions are given hereon by the shipper and shipper agrees that the shipment may be carried via intermediate stopping places which the carrier deems appropriate. The shipper's attention is drawn to the notice concerning carrier's limited liability. Shipper may increase such limitation of liability by declaring a higher value for carriage and paying a supplemental charge if required.
PRIVACY STATEMENT
I understand and agree that all personal information collected under this arrangement will be dealt with in accordance with the Qantas Privacy Statement which is available at qantas.com .
I have read and understand Qantas Freight's Conditions of Carriage and Privacy statement.
SECURITY STATEMENT
This consignment does not contain an unauthorised explosive or incendiary devise and I understand may be subject to security screening by Explosive Trace Detection, X-Ray and/or physical search.
I have read and understand Qantas Freight's Security statement.
DANGEROUS GOODS STATEMENT
I acknowledge this consignment may travel by air and make this statement for the purposes of Section 23A of the Civil Aviation Act. Select below to state whether or not this consignment contains dangerous goods.
Yes
No
AGREEMENT
I understand that I am personally responsible for the above statements and that a false or misleading statement made knowingly or recklessly is a statutory offence punishable by imprisonment and/or a fine and may render me liable in damages for breach of contract.
Name
JOHN SMITH
Book shipment
Cancel
Please have your AWB number available for lodgment

Once you have submitted the shipment, the next screen will be your 'Booking confirmation' and will provide the AWB number for your booking.

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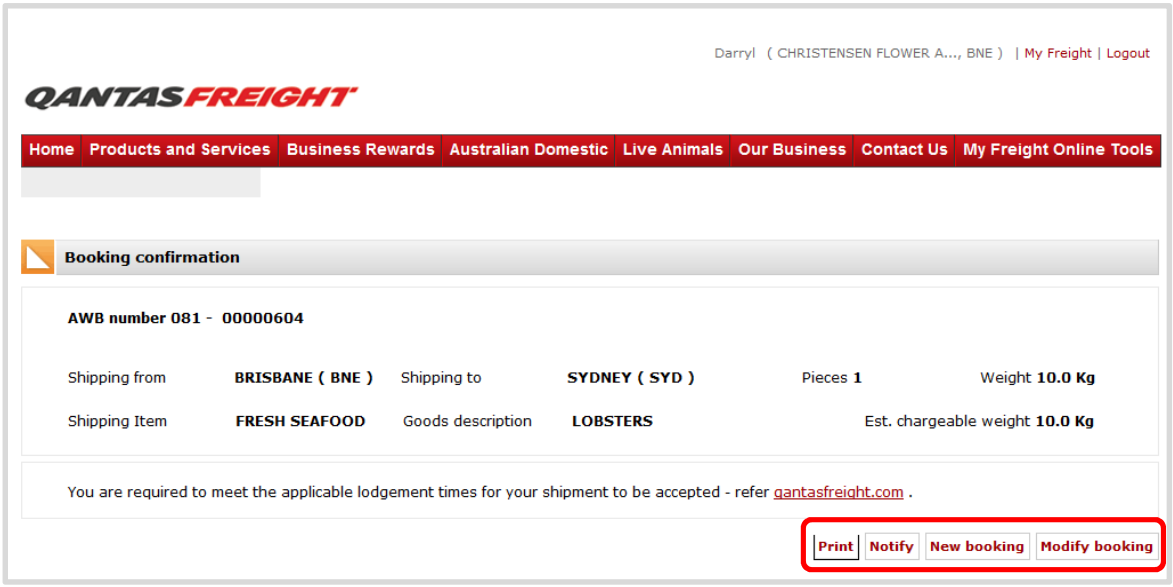
2.1.4 Booking Confirmation screen

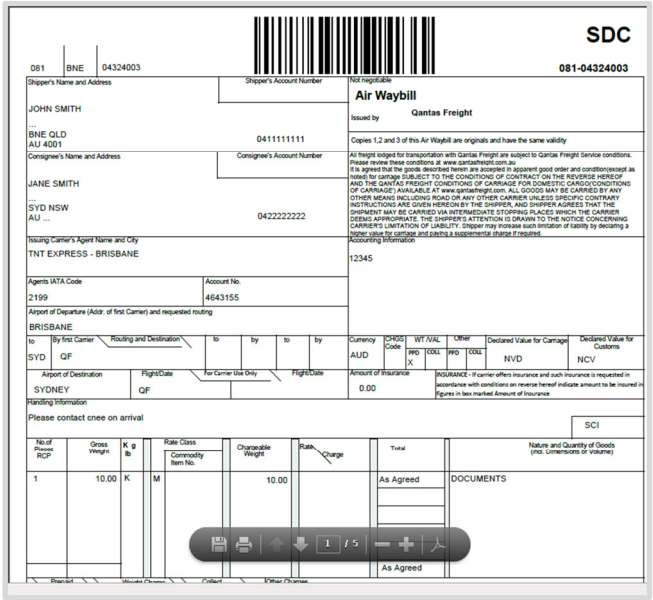
2.1.4.1 Modify Booking

From this screen you have an opportunity to confirm the details of the shipment and if required, you can select 'Modify booking' if you need to edit the shipment details.



2.1.4.2 Print AWB

If you need a paper copy of the AWB you have the option to 'Print' the details of your shipment, although this is not required for lodgement of your freight.



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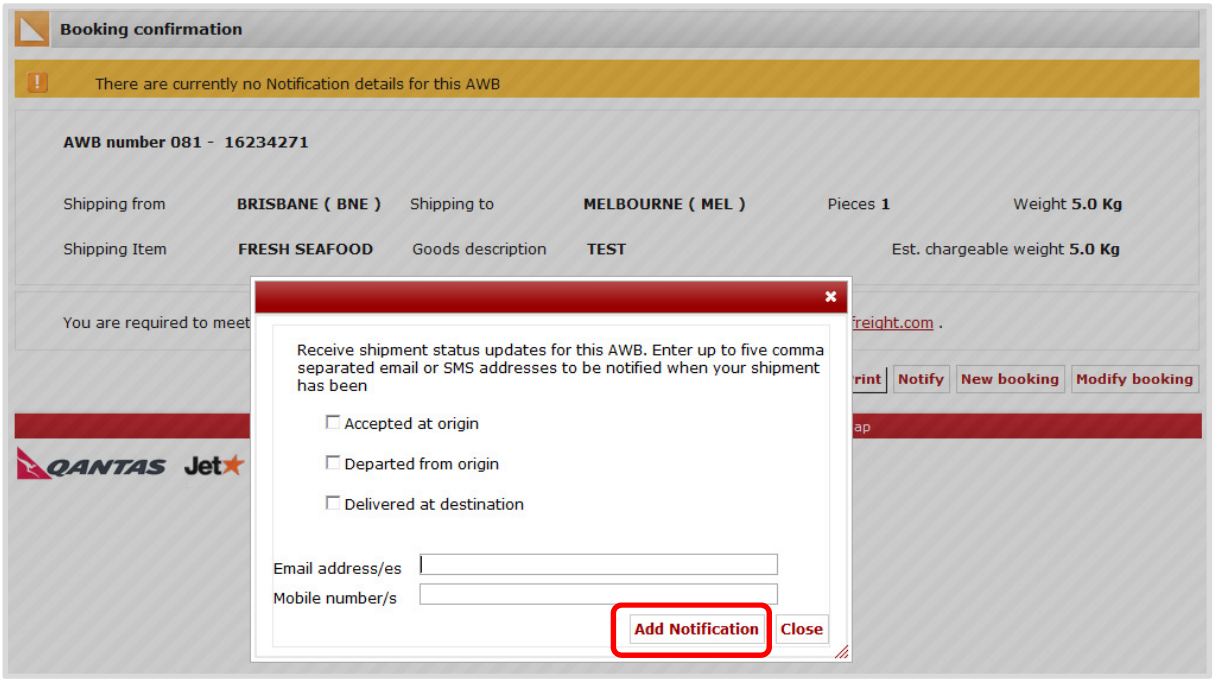
2.1.4.3 Select Notifications

You can also click on the 'Notify' button to set up the notifications for this shipment.

Here you may select the 'Milestones' required for additional notifications for this AWB by entering either the Email address/es or Mobile number/s (or both) and click 'Add Notification'.


Booking confirmation
There are currently no Notification details for this AWB
AWB number 081 - 16234271
Shipping from BRISBANE (BNE) Shipping to MELBOURNE (MEL) Pieces 1 Weight 5.0 Kg
Shipping Item FRESH SEAFOOD Goods description TEST Est. chargeable weight 5.0 Kg
You are required to meet
freight.com .
rint Notify New booking Modify booking
ap
QANTAS Jet
Receive shipment status updates for this AWB. Enter up to five comma separated email or SMS addresses to be notified when your shipment has been
Accepted at origin
Departed from origin
Delivered at destination
Email address/es
Mobile number/s
Add Notification
Close

Note: Up to 5 email addresses or Mobile Numbers may be entered here separated by commas. E.g. 0418010101,0402546456,0409691209 or john@wetcargo.com,jim@drycargo.co.nz,jane@allcargo.com.au etc.

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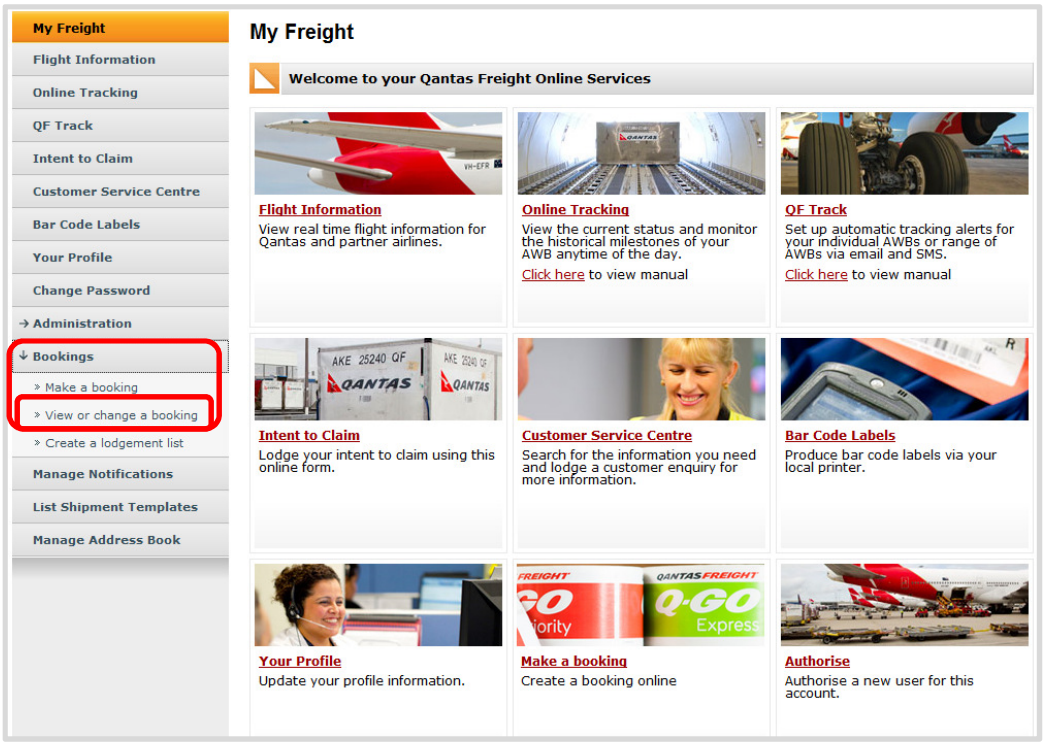
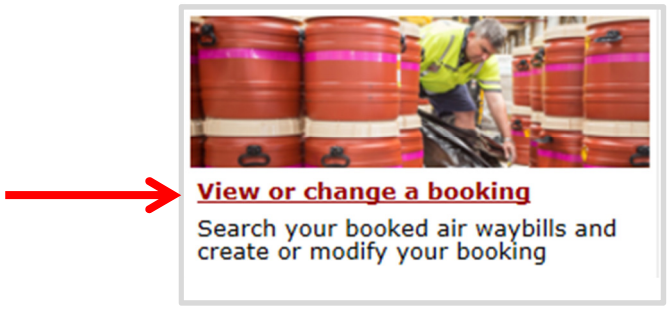
3 View or Change a Booking

3.1.1 Accessing the function

To view or change a booking, login to qantasfreight.com, and select ‘View or change a booking’ from the left hand menu under ‘Bookings’ or click on the link ‘View or change a booking’ as shown below.


My Freight
Flight Information
Online Tracking
QF Track
Intent to Claim
Customer Service Centre
Bar Code Labels
Your Profile
Change Password
Administration
Bookings
Make a booking
View or change a booking
Create a lodgement list
Manage Notifications
List Shipment Templates
Manage Address Book
My Freight
Welcome to your Qantas Freight Online Services
Flight Information
View real time flight information for Qantas and partner airlines.
Online Tracking
View the current status and monitor the historical milestones of your AWB anytime of the day.
Click here to view manual
QF Track
Set up automatic tracking alerts for your individual AWBs or range of AWBs via email and SMS.
Click here to view manual
Intent to Claim
Lodge your intent to claim using this online form.
Customer Service Centre
Search for the information you need and lodge a customer enquiry for more information.
Bar Code Labels
Produce bar code labels via your local printer.
Your Profile
Update your profile information.
Make a booking
Create a booking online
Authorise
Authorise a new user for this account.



This will take you to the ‘View or change a booking’ screen where you can search for your booked AWB (s).

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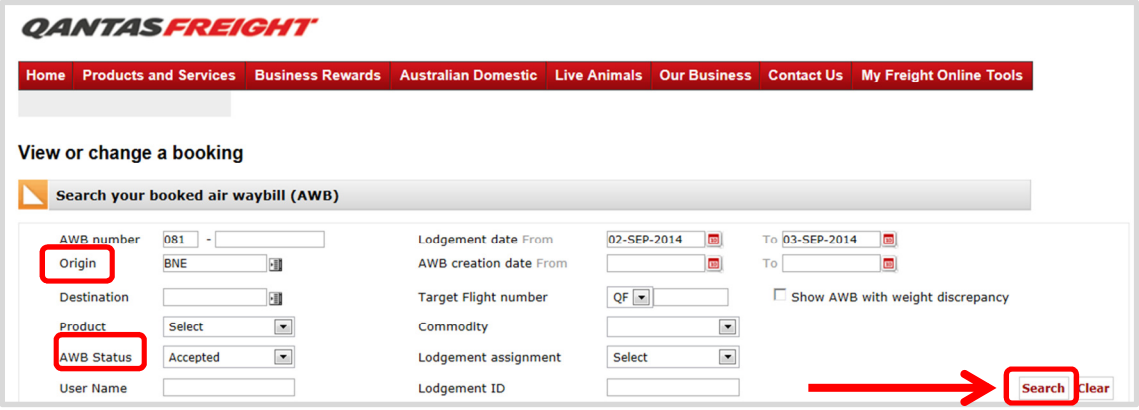
3.2 Search for bookings



To effectively use this screen, you can adjust the search parameters by narrowing the search criteria. You may choose to filter the search by using any of the following:

- AWB number
- Origin and or Destination
- Product
- AWB status (New or Accepted)
- User name (that created the AWB)
- Lodgement date range
- AWB creation date range
- Nominated flight number
- Commodity
- Lodgement status (New, Arrived, Commenced, Completed)
- Lodgement ID
- Show AWBs with weight discrepancy flag

Once you have entered the search criteria you then click ‘Search’ to display the relevant AWBs within the parameters of the search.

E.g. Origin BNE Date range 02-Sep to 03-Sep-2014

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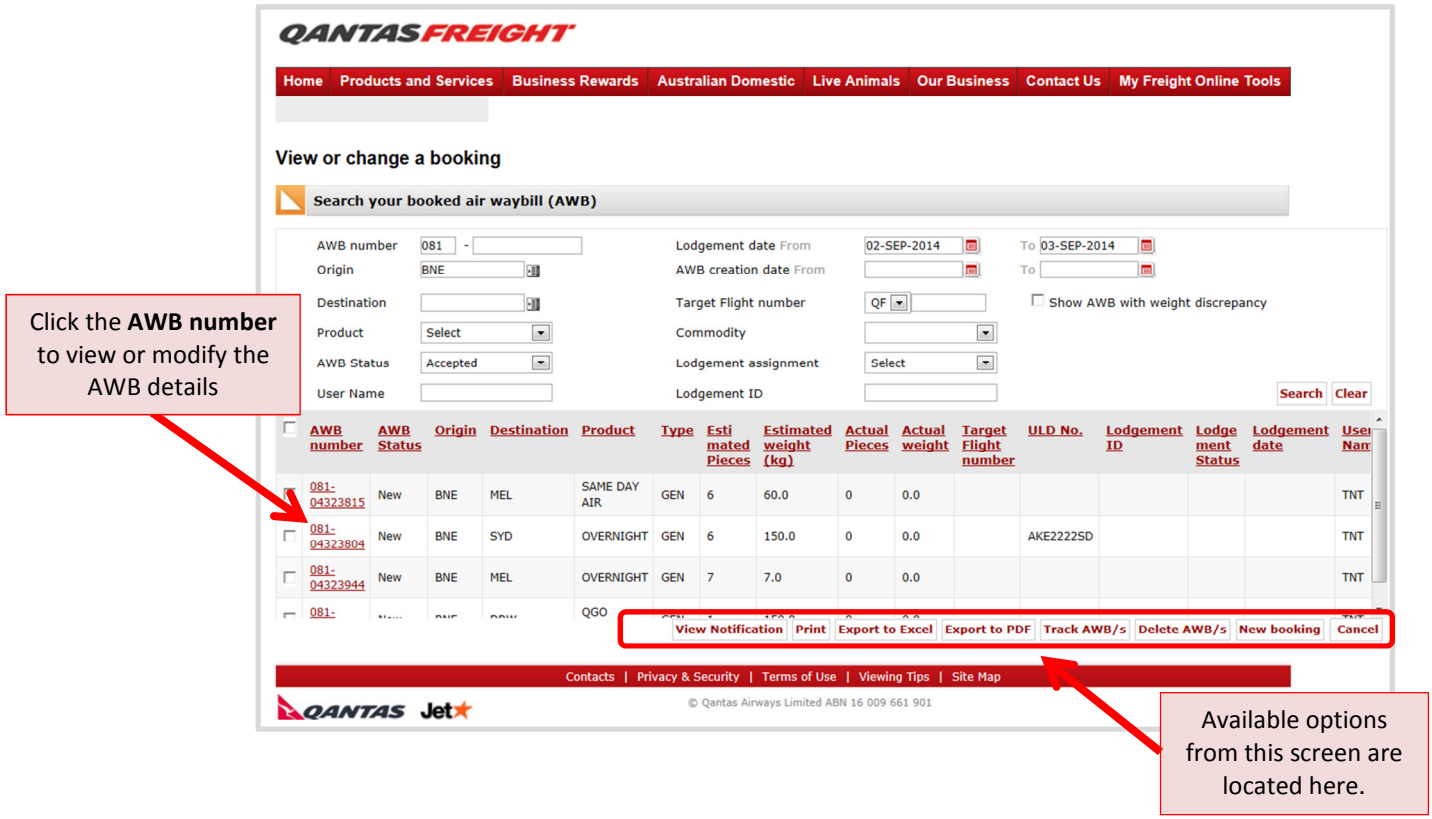
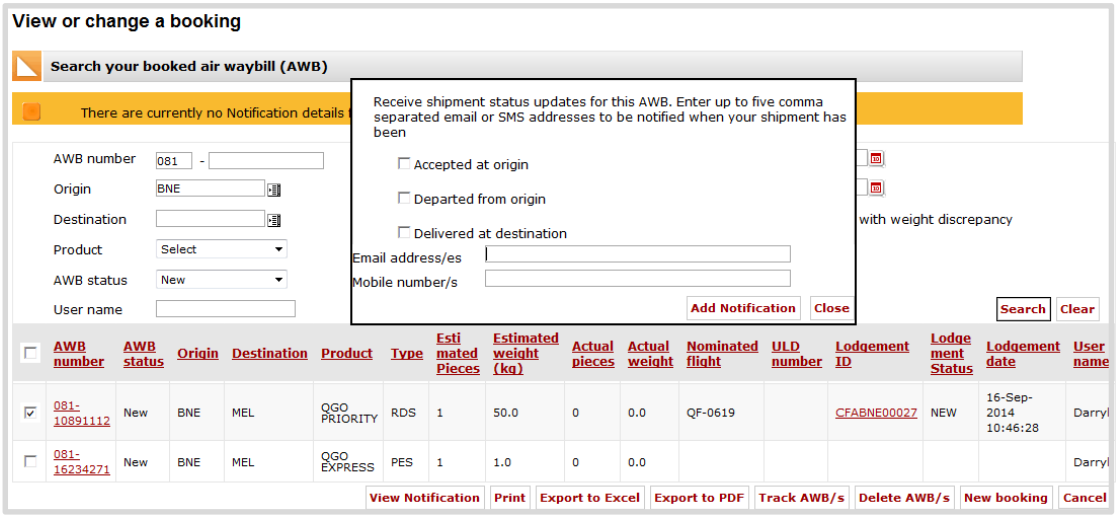


Once the shipment has been accepted the '<u>Actual</u>' Pieces/weight /dimensions will be shown.

3.2.1 View Notification

This function allows you to view or change the current set-up of notifications for the selected AWB.



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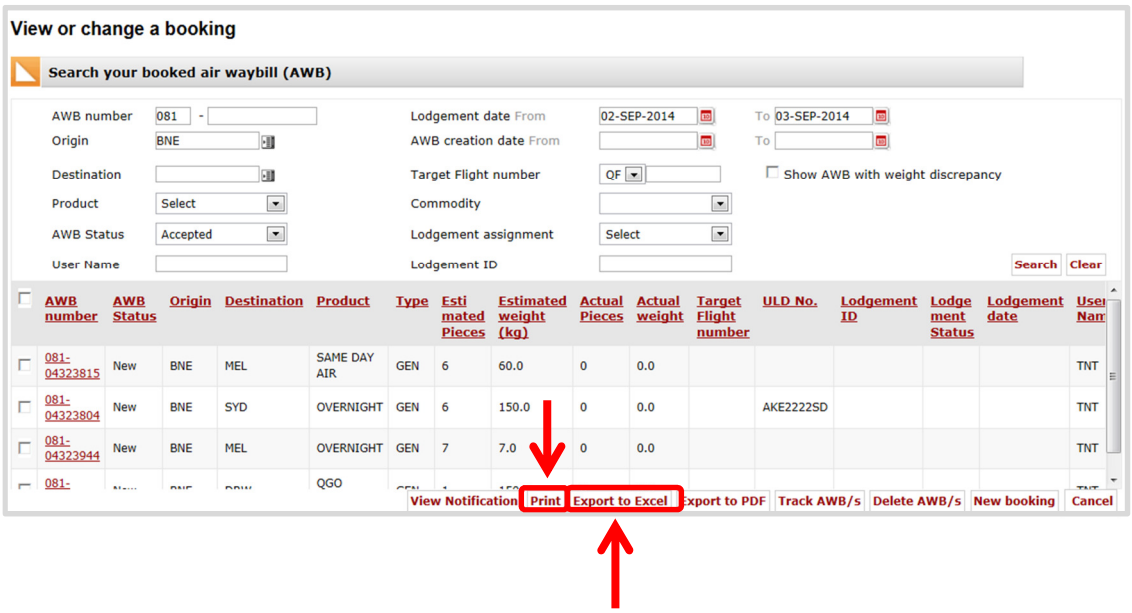
3.2.2 Print

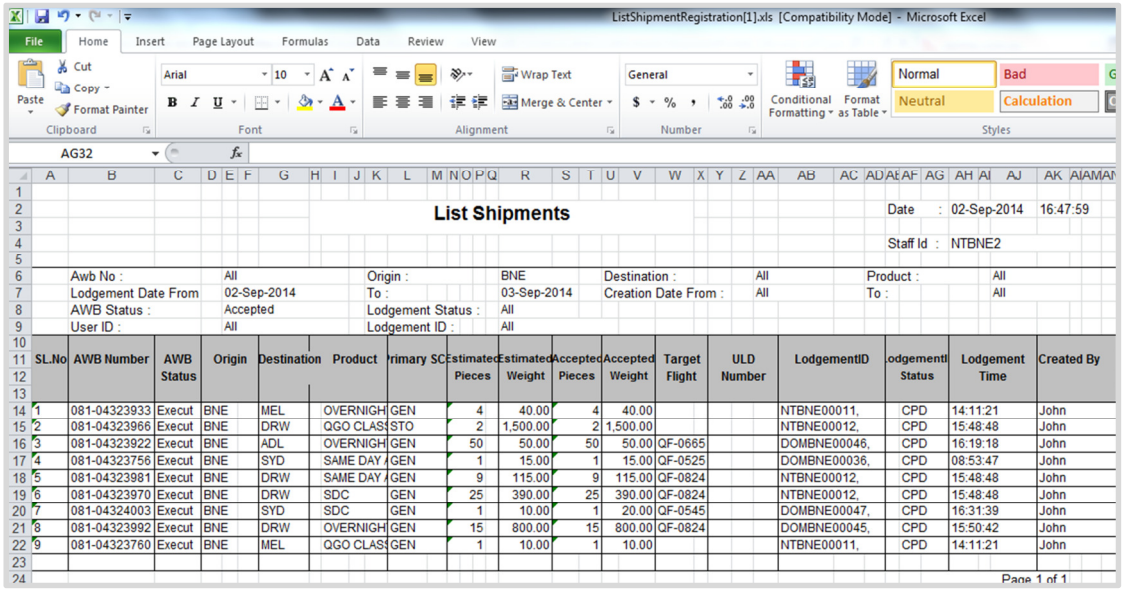
This allows you to print the booked AWB if you require for your records

Use screen shot from previous page 3.1.2



3.2.3 Export to Excel

This will capture the data in an excel spreadsheet for your records


ListShipmentRegistration[1].xls [Compatibility Mode] - Microsoft Excel
List Shipments
Date : 02-Sep-2014 16:47:59
Staff Id : NTBNE2
Awb No : All
Origin : BNE
Destination : All
Product : All
Lodgement Date From 02-Sep-2014
To : 03-Sep-2014
Creation Date From : All
To : All
AWB Status : Accepted
Lodgement Status : All
User ID : All
Lodgement ID : All
SL.No
AWB Number
AWB Status
Origin
Destination
Product
Primary SC
Estimated Pieces
Estimated Weight
Accepted Pieces
Accepted Weight
Target Flight
ULD Number
LodgementID
Lodgement Status
Lodgement Time
Created By
1 081-04323933 Execut BNE MEL OVERNIGH GEN 4 40.00 4 40.00 NTBNE00011, CPD 14:11:21 John
2 081-04323966 Execut BNE DRW QGO CLASS STO 2 1,500.00 2 1,500.00 NTBNE00012, CPD 15:48:48 John
3 081-04323922 Execut BNE ADL OVERNIGH GEN 50 50.00 50 50.00 QF-0665 DOMBNE00046, CPD 16:19:18 John
4 081-04323756 Execut BNE SYD SAME DAY GEN 1 15.00 1 15.00 QF-0525 DOMBNE00036, CPD 08:53:47 John
5 081-04323981 Execut BNE DRW SAME DAY GEN 9 115.00 9 115.00 QF-0824 NTBNE00012, CPD 15:48:48 John
6 081-04323970 Execut BNE DRW SDC GEN 25 390.00 25 390.00 QF-0824 NTBNE00012, CPD 15:48:48 John
7 081-04324003 Execut BNE SYD SDC GEN 1 10.00 1 20.00 QF-0545 DOMBNE00047, CPD 16:31:39 John
8 081-04323992 Execut BNE DRW OVERNIGH GEN 15 800.00 15 800.00 QF-0824 DOMBNE00045, CPD 15:50:42 John
9 081-04323760 Execut BNE MEL QGO CLASS GEN 1 10.00 1 10.00 NTBNE00011, CPD 14:11:21 John
Page 1 of 1

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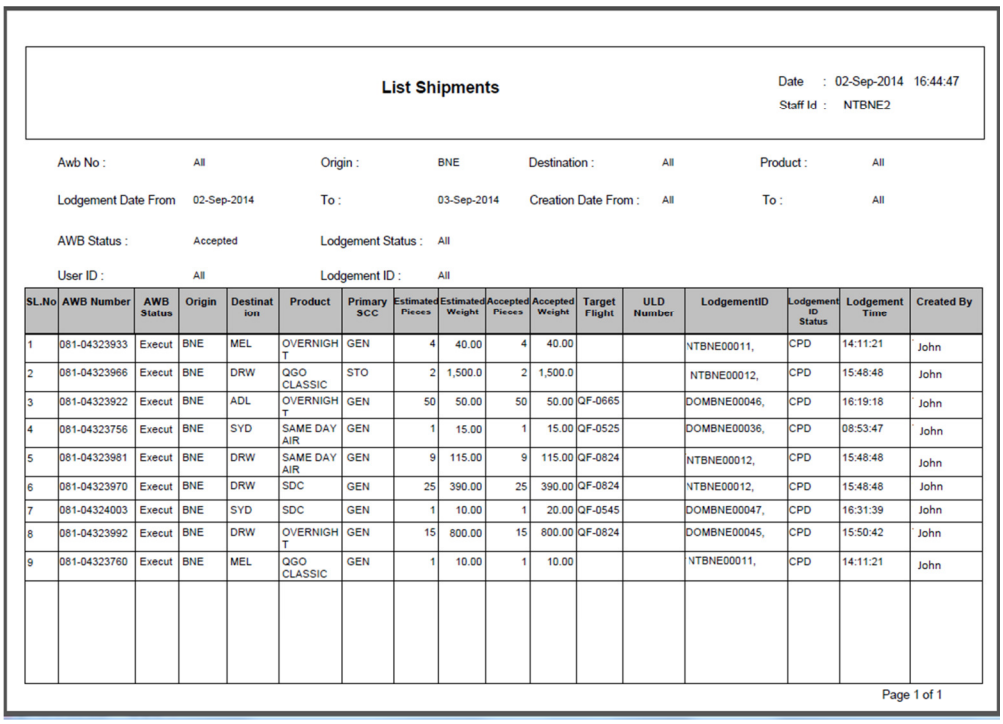
3.2.4 Export to PDF



List Shipments

Date : 02-Sep-2014 16:44:47
Staff Id : NTBNE2

Awb No : All | Origin : BNE | Destination : All | Product : All
Lodgement Date From 02-Sep-2014 | To : 03-Sep-2014 | Creation Date From : All | To : All
AWB Status : Accepted | Lodgement Status : All
User ID : All | Lodgement ID : All

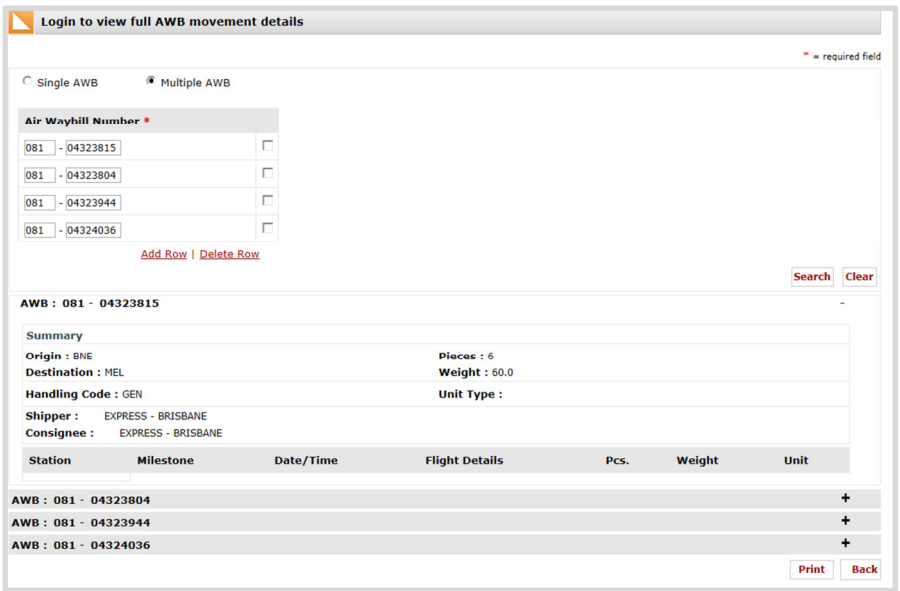
SL.No	AWB Number	AWB Status	Origin	Destination	Product	Primary SCC	Estimated Pieces	Estimated Weight	Accepted Pieces	Accepted Weight	Target Flight	ULD Number	LodgementID	Lodgement ID Status	Lodgement Time	Created By
1	081-04323933	Execut	BNE	MEL	OVERNIGHT	GEN	4	40.00	4	40.00			NTBNE00011,	CPD	14:11:21	John
2	081-04323966	Execut	BNE	DRW	QGO CLASSIC	STO	2	1,500.0	2	1,500.0			NTBNE00012,	CPD	15:48:48	John
3	081-04323922	Execut	BNE	ADL	OVERNIGHT	GEN	50	50.00	50	50.00	QF-0665		DOMBNE00046,	CPD	16:19:18	John
4	081-04323756	Execut	BNE	SYD	SAME DAY AIR	GEN	1	15.00	1	15.00	QF-0525		DOMBNE00036,	CPD	08:53:47	John
5	081-04323981	Execut	BNE	DRW	SAME DAY AIR	GEN	9	115.00	9	115.00	QF-0824		NTBNE00012,	CPD	15:48:48	John
6	081-04323970	Execut	BNE	DRW	SDC	GEN	25	390.00	25	390.00	QF-0824		NTBNE00012,	CPD	15:48:48	John
7	081-04324003	Execut	BNE	SYD	SDC	GEN	1	10.00	1	20.00	QF-0545		DOMBNE00047,	CPD	16:31:39	John
8	081-04323992	Execut	BNE	DRW	OVERNIGHT	GEN	15	800.00	15	800.00	QF-0824		DOMBNE00045,	CPD	15:50:42	John
9	081-04323760	Execut	BNE	MEL	QGO CLASSIC	GEN	1	10.00	1	10.00			NTBNE00011,	CPD	14:11:21	John

Page 1 of 1

3.2.5 Track AWB/s

This function allows you to monitor movement details of up to 5 AWBs at a time.

Once you have selected the AWBs and clicked the 'Track AWB/s' button the following screen is displayed.



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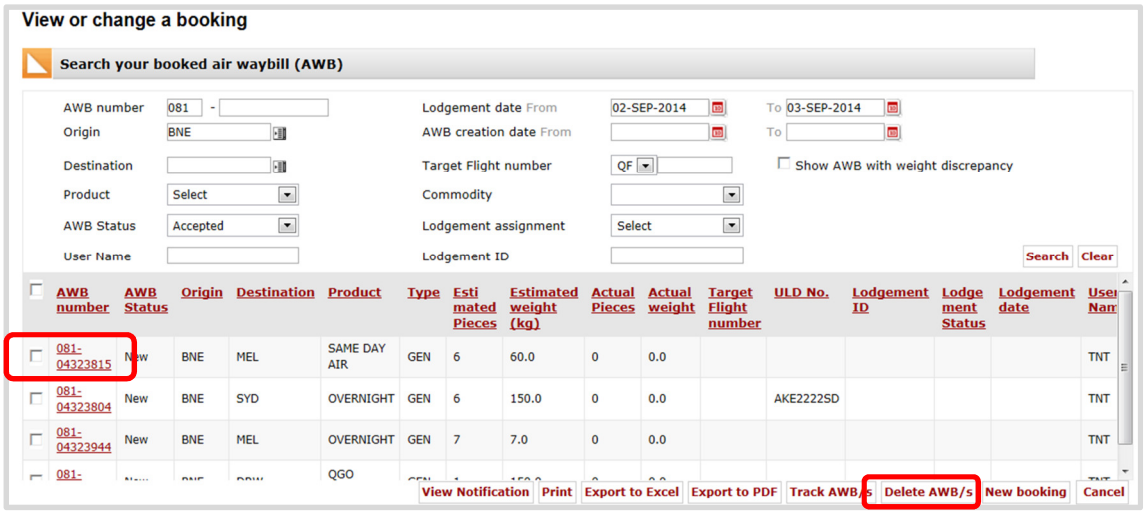
3.2.6 Delete AWB/s

This function allows you to delete AWB/s.
Simply select an AWB and click 'Delete AWB/s' (you can delete up to 5 AWB/s at a time)



3.2.7 New Booking

If you click this button you can create a 'New Booking', this process has been explained in Section 2. See Shipment Registration Process - Making a Booking

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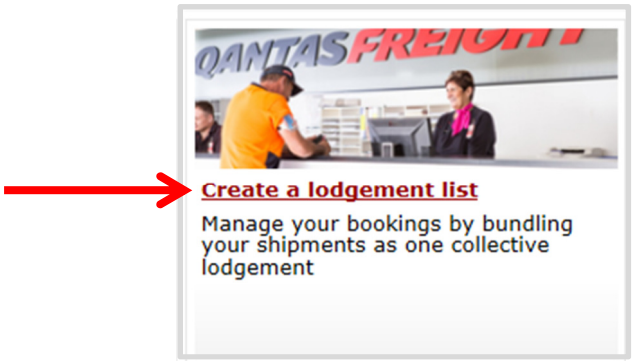
4 Create a lodgement list

4.1 What is a lodgement list?

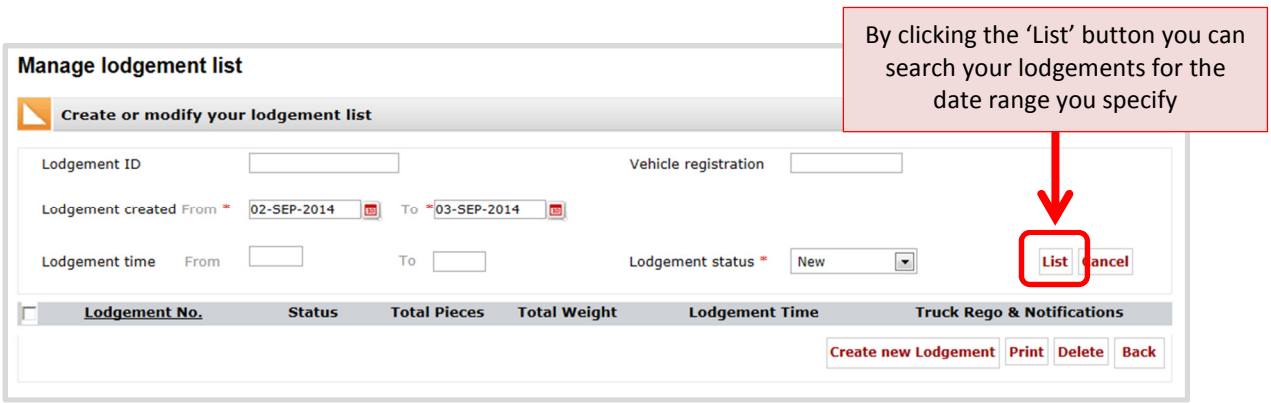
A lodgement list is a collection of AWBs that have been grouped together using the online booking tool. Each Lodgement list is given a unique Lodgement ID. The lodgement ID is what is entered in the kiosk at the terminal. Lodgement lists can have AWBs added/deleted right up to the time that the driver arrives at the terminal. Lodgement lists save you time.

AWBs within a lodgement list must be for the same origin, but can be different destinations. They should be all lodged at the same time. The pieces and weight are automatically updated each time you add/delete AWBs to the lodgement list. Details of the lodgement list (ID and AWBs) can be emailed or SMSed to the driver by clicking the view/edit button against the lodgement and entering an email/mobile number. See below for instructions on how this works.

Go to My Freight and click 'Bookings' and then 'Create a lodgement list' or click on the link 'Create a lodgement list' as shown below.



This will take you to the 'Manage lodgement list' screen where you can create or modify your lodgement list.



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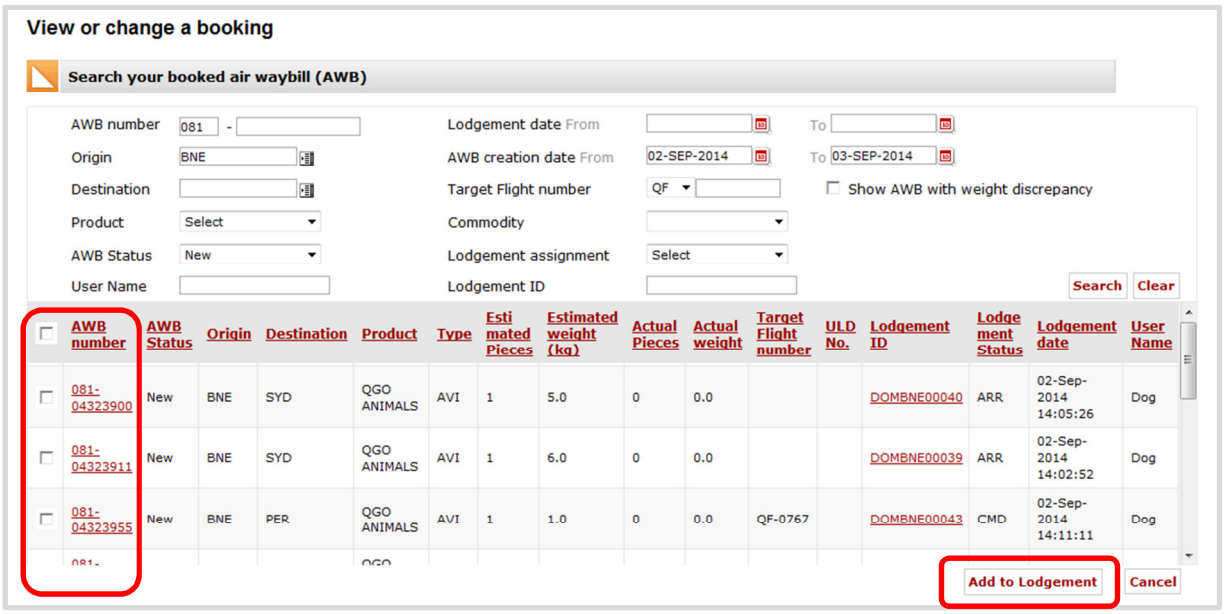
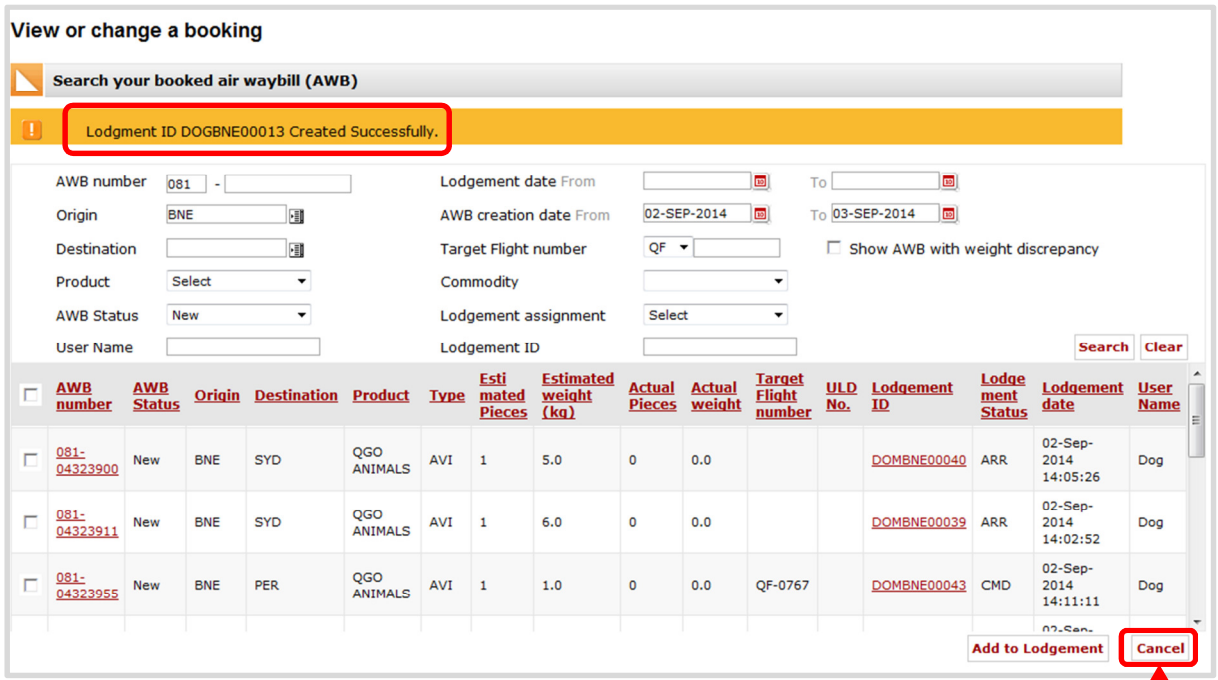
4.2 Create a lodgement list

To create the lodgement list, click on 'Create new lodgement' button on the 'Manage lodgement list' screen (previous screen shot) and then simply select the AWBs that you would like to add to the lodgement list by clicking in the box next to the AWB number and then click 'Add to Lodgement'.


View or change a booking
Search your booked air waybill (AWB)
AWB number 081 -
Origin BNE
Destination
Product Select
AWB Status New
User Name
Lodgement date From
AWB creation date From 02-SEP-2014
Target Flight number QF
Commodity
Lodgement assignment Select
Lodgement ID
To
To 03-SEP-2014
Show AWB with weight discrepancy
Search
Clear
AWB number | AWB Status | Origin | Destination | Product | Type | Estimated Pieces | Estimated weight (kg) | Actual Pieces | Actual weight | Target Flight number | ULD No. | Lodgement ID | Lodgement Status | Lodgement date | User Name
081-04323900 | New | BNE | SYD | QGO ANIMALS | AVI | 1 | 5.0 | 0 | 0.0 | | | DOMBNE00040 | ARR | 02-Sep-2014 14:05:26 | Dog
081-04323911 | New | BNE | SYD | QGO ANIMALS | AVI | 1 | 6.0 | 0 | 0.0 | | | DOMBNE00039 | ARR | 02-Sep-2014 14:02:52 | Dog
081-04323955 | New | BNE | PER | QGO ANIMALS | AVI | 1 | 1.0 | 0 | 0.0 | QF-0767 | | DOMBNE00043 | CMD | 02-Sep-2014 14:11:11 | Dog
Add to Lodgement
Cancel

A lodgement ID will be created for you and displayed on screen.


View or change a booking
Search your booked air waybill (AWB)
Lodgment ID DOGBNE00013 Created Successfully.
AWB number 081 -
Origin BNE
Destination
Product Select
AWB Status New
User Name
Lodgement date From
AWB creation date From 02-SEP-2014
Target Flight number QF
Commodity
Lodgement assignment Select
Lodgement ID
To
To 03-SEP-2014
Show AWB with weight discrepancy
Search
Clear
AWB number | AWB Status | Origin | Destination | Product | Type | Estimated Pieces | Estimated weight (kg) | Actual Pieces | Actual weight | Target Flight number | ULD No. | Lodgement ID | Lodgement Status | Lodgement date | User Name
081-04323900 | New | BNE | SYD | QGO ANIMALS | AVI | 1 | 5.0 | 0 | 0.0 | | | DOMBNE00040 | ARR | 02-Sep-2014 14:05:26 | Dog
081-04323911 | New | BNE | SYD | QGO ANIMALS | AVI | 1 | 6.0 | 0 | 0.0 | | | DOMBNE00039 | ARR | 02-Sep-2014 14:02:52 | Dog
081-04323955 | New | BNE | PER | QGO ANIMALS | AVI | 1 | 1.0 | 0 | 0.0 | QF-0767 | | DOMBNE00043 | CMD | 02-Sep-2014 14:11:11 | Dog
Add to Lodgement
Cancel

When you are finished, click 'Cancel' to return to lodgement list screen.

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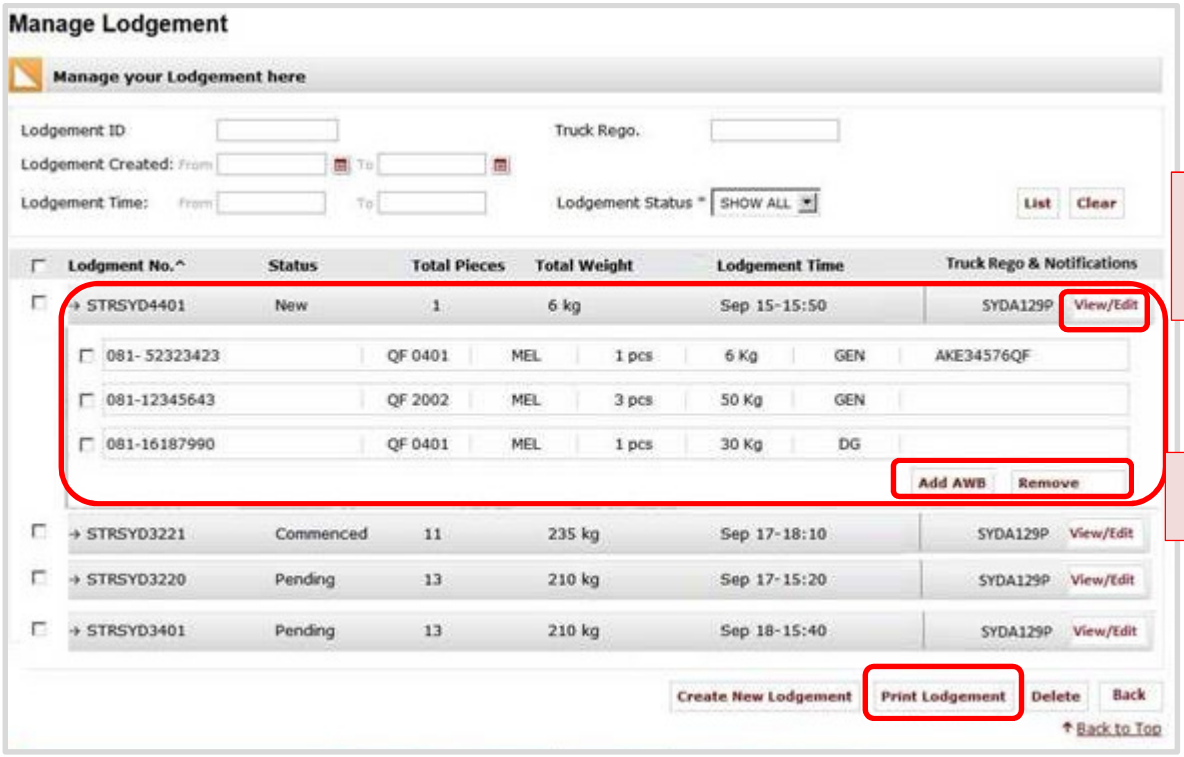
4.3 Manage Lodgement Lists

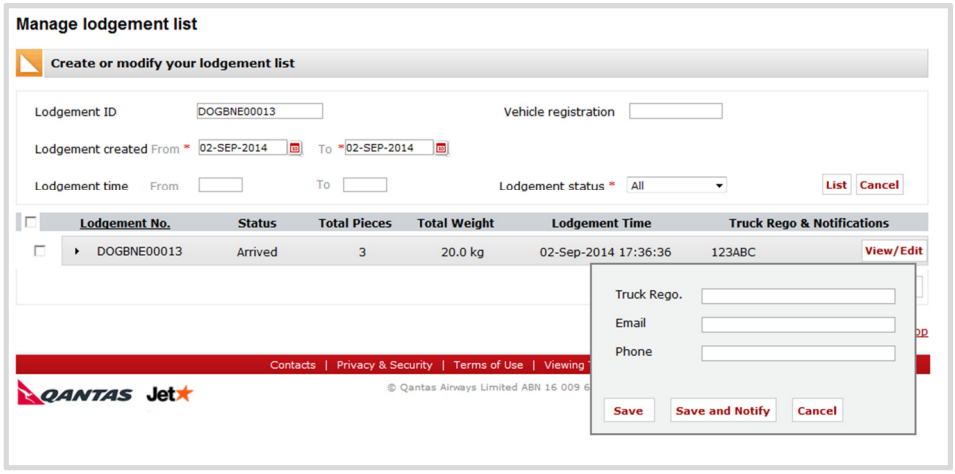
You can manage multiple Lodgement lists from the 'Manage Lodgement' screen. By clicking the lodgement No. in this screen the list of AWBs grouped with that ID will be displayed.



Click View/ Edit to send details to your driver

Add/ Remove AWBs

From here you can 'View/Edit' the notification details of a specific AWB. See below.



You can also 'Add AWB' or 'Remove' AWBs and you can 'Create new Lodgement' or 'Print lodgement' as required by using the buttons at the bottom of the screen. If you 'Delete' the Lodgement ID the AWBs will not be affected.

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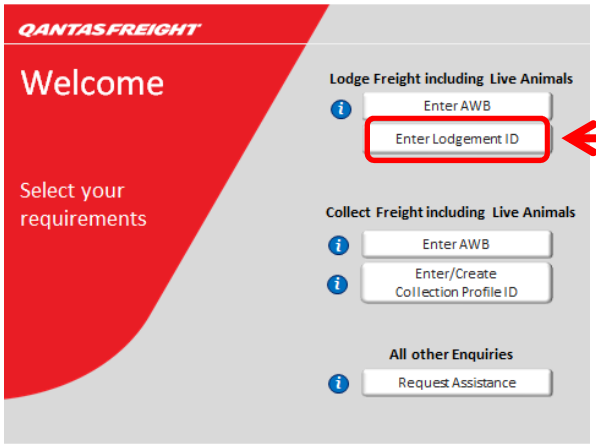
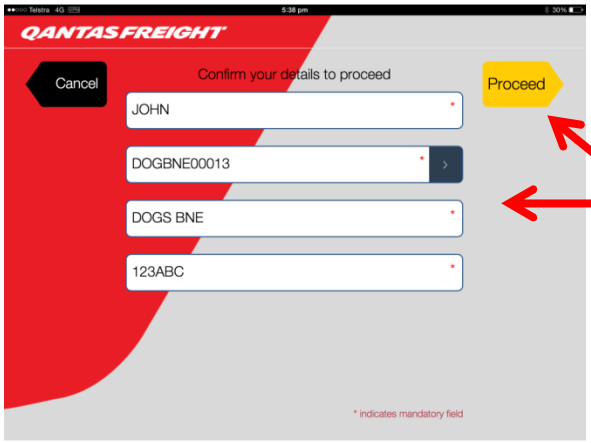
4.4 Using the Lodgement ID at the Terminal

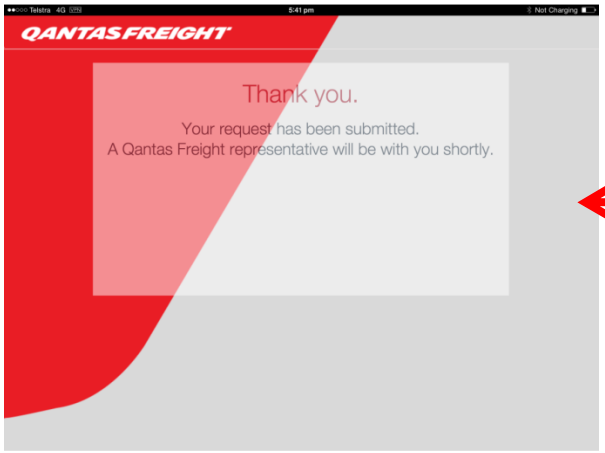
The kiosk at the Qantas Domestic Freight Terminal will display the following screen.



The driver will simply touch the 'Enter Lodgement ID' option



The driver will then enter name, Lodgement ID, Company Name and Vehicle Registration and then 'Proceed'



Qantas Freight personnel at the terminal have now been alerted that 'John' has arrived with the AWBs associated with the Lodgement ID

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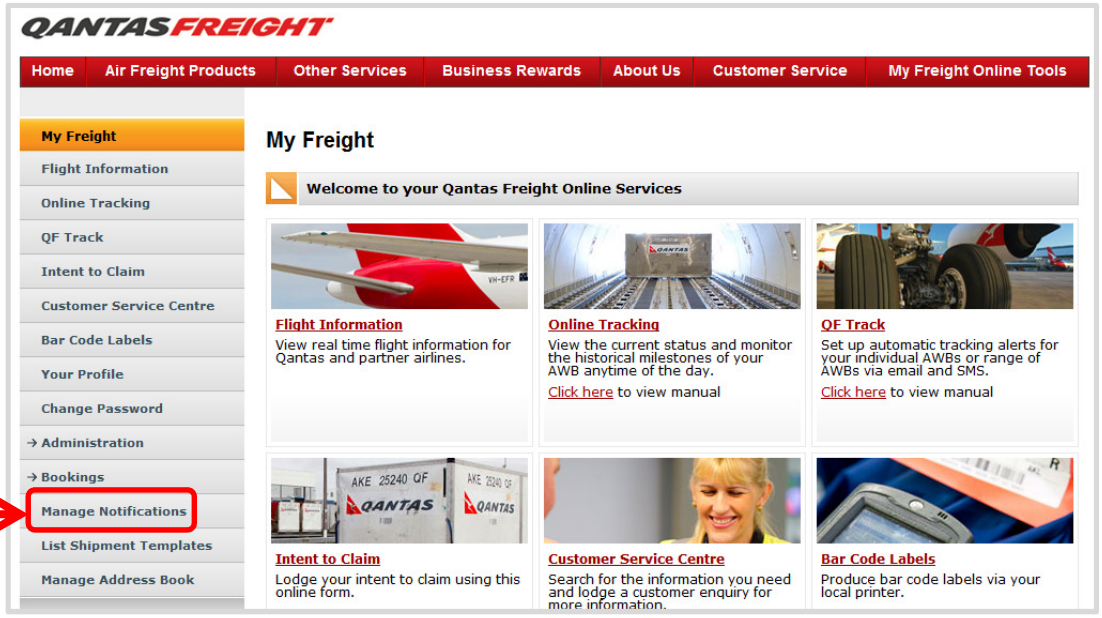
5 Manage Notifications

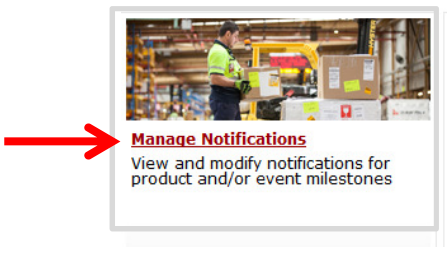
The Domestic Online Booking tool provides a Notification mechanism where status updates for your air waybills and Lodgement Lists can be pushed to you, usually via email. Qantas Freight has established a framework that is specific to each product that we offer, and within this framework, a customer administrator for a company can tailor it to their company's needs. You can:

1. Turn notifications on or off
2. Specify whether a notification goes to an AWBs Shipper, Receiver, both, and/or to other specified addresses
3. For selected notifications only, specify whether the notification is sent via email and/or SMS

5.1 Managing Notifications

Logon to qantasfreight.com, and select 'Manage Notifications' from the left hand menu or click on the link 'Manage Notifications' as shown below


Home
Air Freight Products
Other Services
Business Rewards
About Us
Customer Service
My Freight Online Tools
My Freight
Flight Information
Online Tracking
QF Track
Intent to Claim
Customer Service Centre
Bar Code Labels
Your Profile
Change Password
Administration
Bookings
Manage Notifications
List Shipment Templates
Manage Address Book
My Freight
Welcome to your Qantas Freight Online Services
Flight Information
View real time flight information for Qantas and partner airlines.
Online Tracking
View the current status and monitor the historical milestones of your AWB anytime of the day.
Click here to view manual
QF Track
Set up automatic tracking alerts for your individual AWBs or range of AWBs via email and SMS.
Click here to view manual
Intent to Claim
Lodge your intent to claim using this online form.
Customer Service Centre
Search for the information you need and lodge a customer enquiry for more information.
Bar Code Labels
Produce bar code labels via your local printer.



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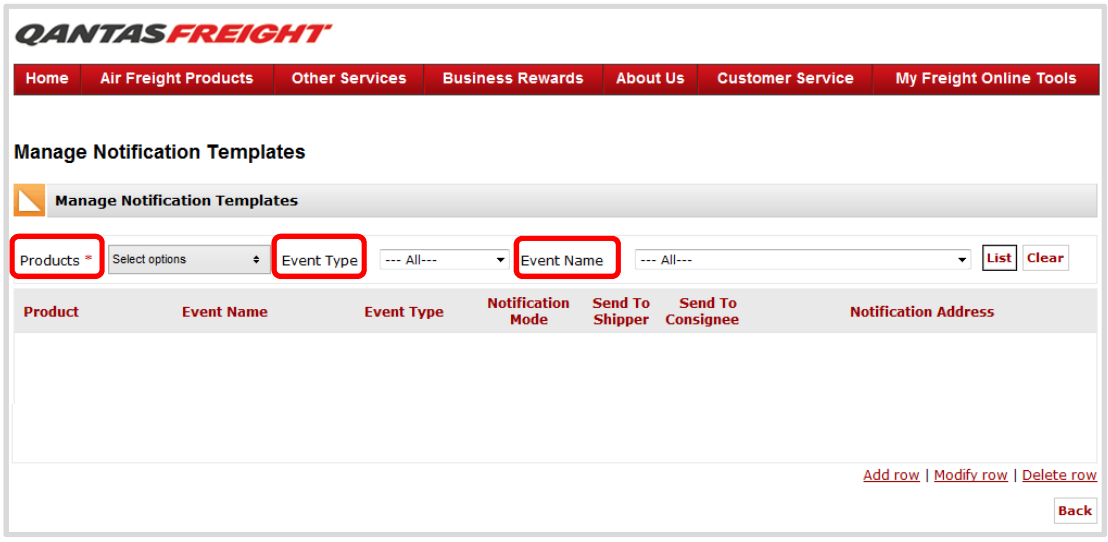
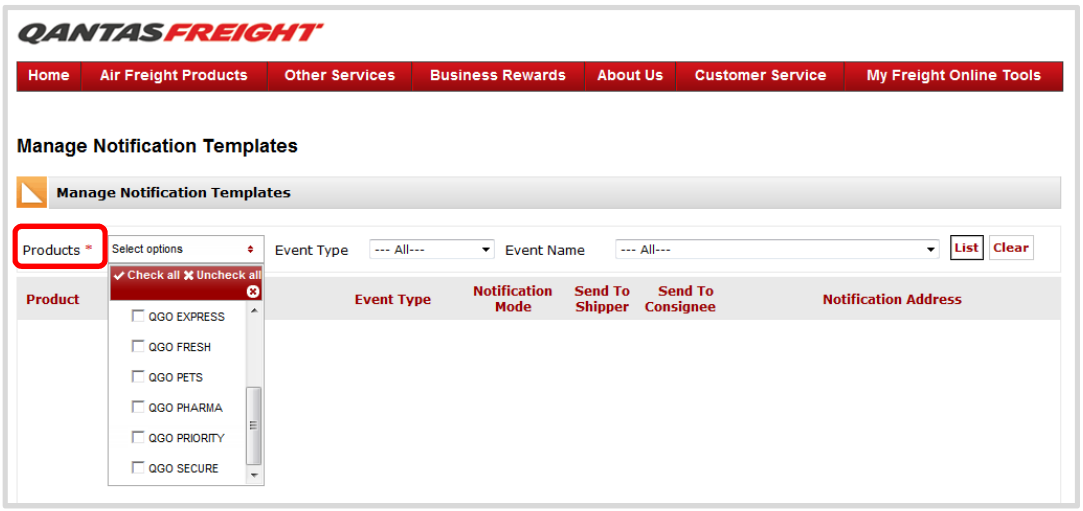
After selecting 'Manage Notifications', you will see the 'Manage Notification Templates' search screen:



The search fields are:

5.1.1 Products

Clicking on this will show you the products that you have access to. Select one or more to view their Notification setup from the drop down menu:



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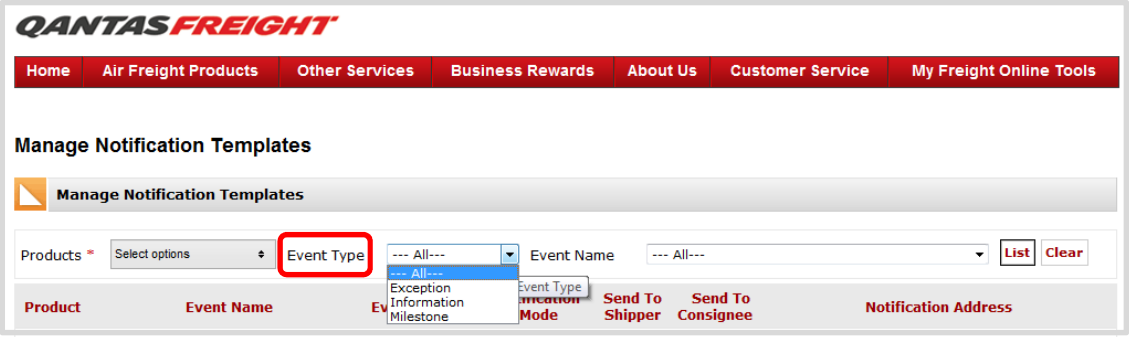
5.1.2 Event Type

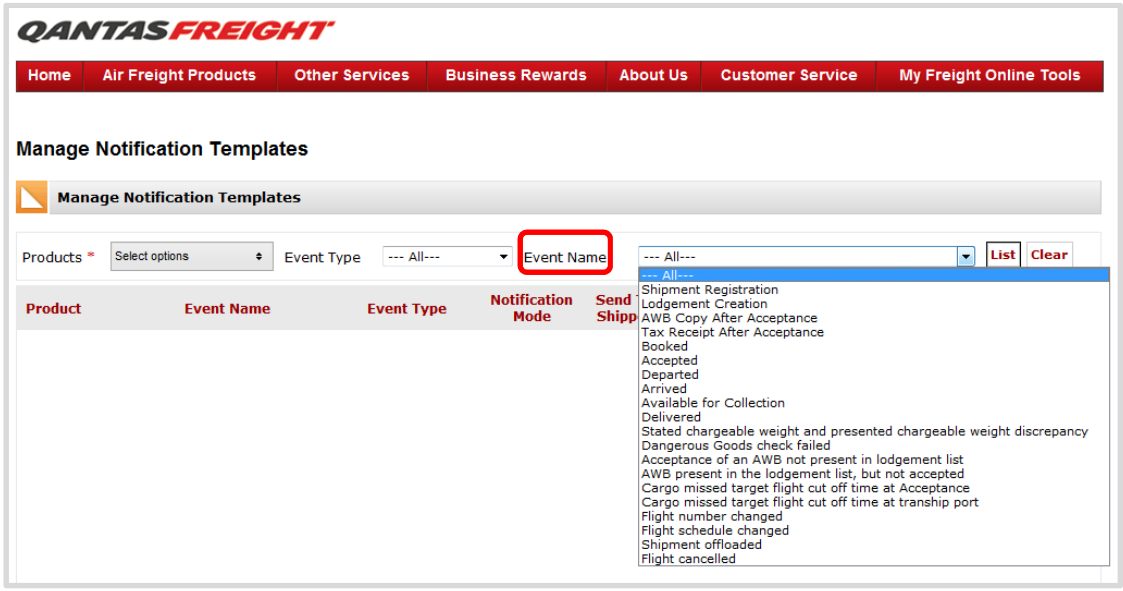
From the drop down menu you may select an Event Type:

- Exception – flight changes, etc
- Information – AWB creation, etc
- Milestone – Departed, Arrived, etc



5.1.3 Event Name

From the drop down menu you may select an Event Name.
If you have selected an Event Type first, it will only show Event Names for that Event Type:



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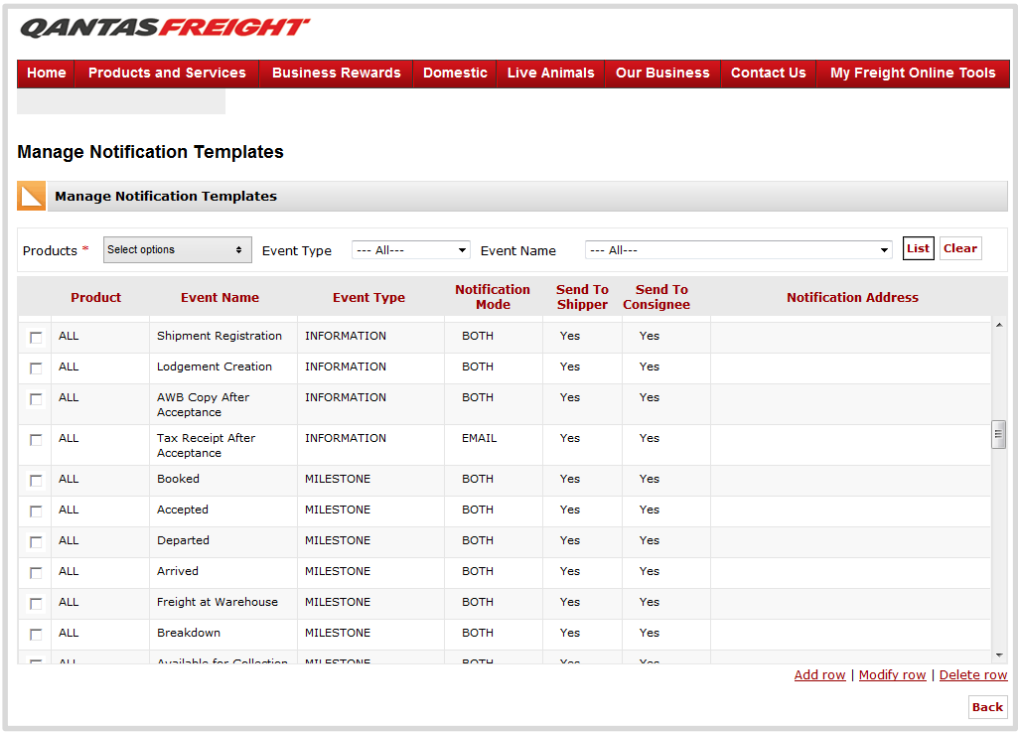
Select the search parameters (if required) and click 'List'. The matching notifications will be listed:



The fields shown are:

- Product, Event Name, Event Type of the notification – described above
- Notification mode – how the notification will be sent. Can be Email, SMS, or Both
- Send to Shipper – Yes – the notification will go to the Shipper's email address, as specified in the AWB; No – the Shipper will not be notified
- Send to Consignee – Yes – the notification will go to the Consignee's email address, as specified in the AWB; No – the Consignee will not be notified
- Notification Address – specific email addresses/mobile numbers that will receive the notification

Notes:

1. An 'All' Products row will exist for most Events. There may also be product specific notifications that will override the 'All' row, if:
    a. The notification framework specifies that different settings are required for a particular product. For instance, the higher service level for QGO Priority means that Qantas Freight will give customers additional notifications for that product.
    b. A customer administrator has determined that different settings are required for a particular product. For instance, you want notifications for all products to be the same, except for QGO Classic, which you do not need any notifications for.

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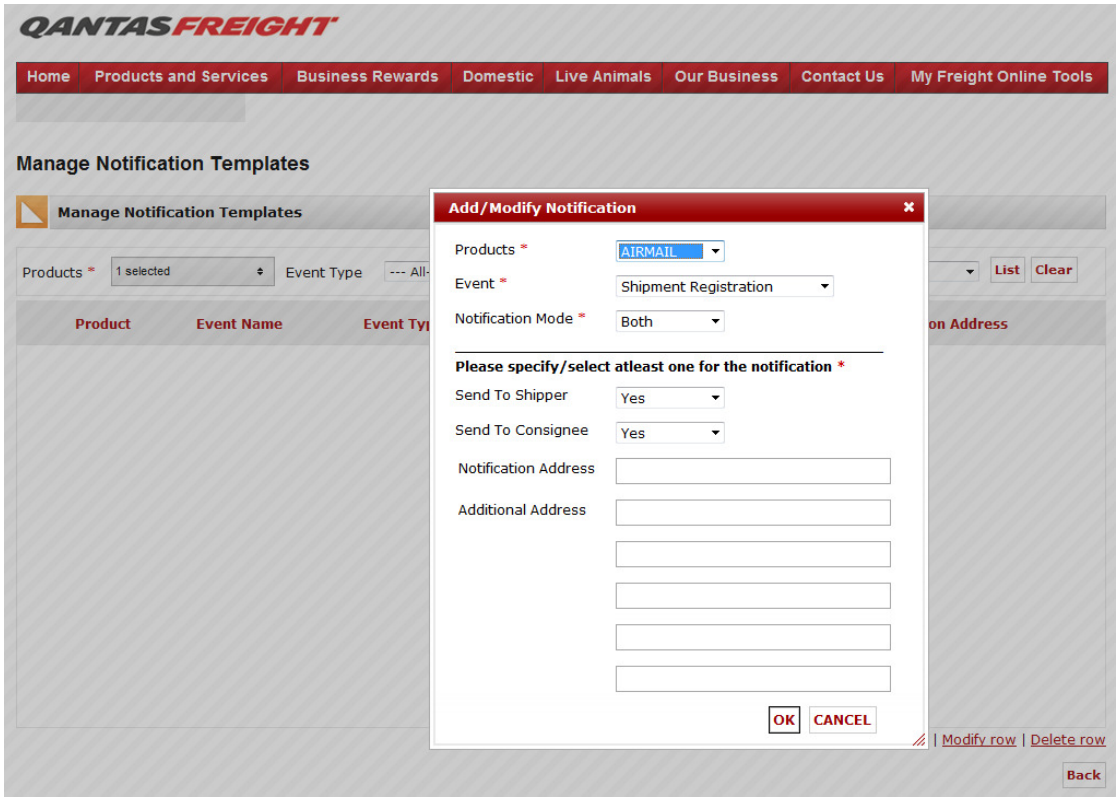
2. If Send to Shipper and Send to Consignee are both 'No', and there is no Notification Address displayed, the notification will not be sent. This is how you 'turn off' a notification so that no matching AWBs for your company will trigger it.

3. If you require specific notifications for a single AWB, use the 'Notify' function that can be found on the AWB Confirmation page and the List Shipments page.

5.1.4 Add a Notification

From the 'Manage Notification Templates' screen you can *Add/Modify a notification:*

Click 'Add row', (Bottom right of page) which opens a pop-up where you can enter the details for the notification:



Select the required Product, Event and Notification Mode, and then specify who the notification should go to. When you have finished click 'OK', and the search screen will be redisplayed with the notification you have added:

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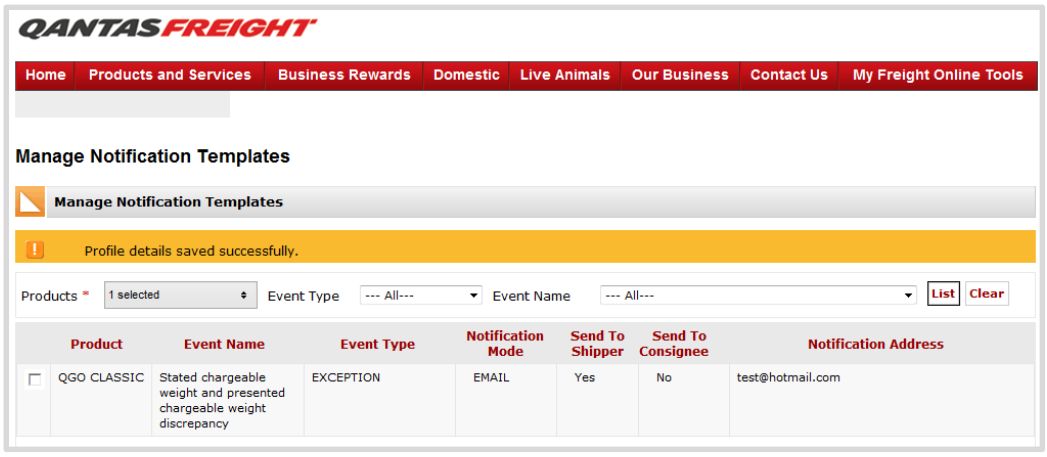
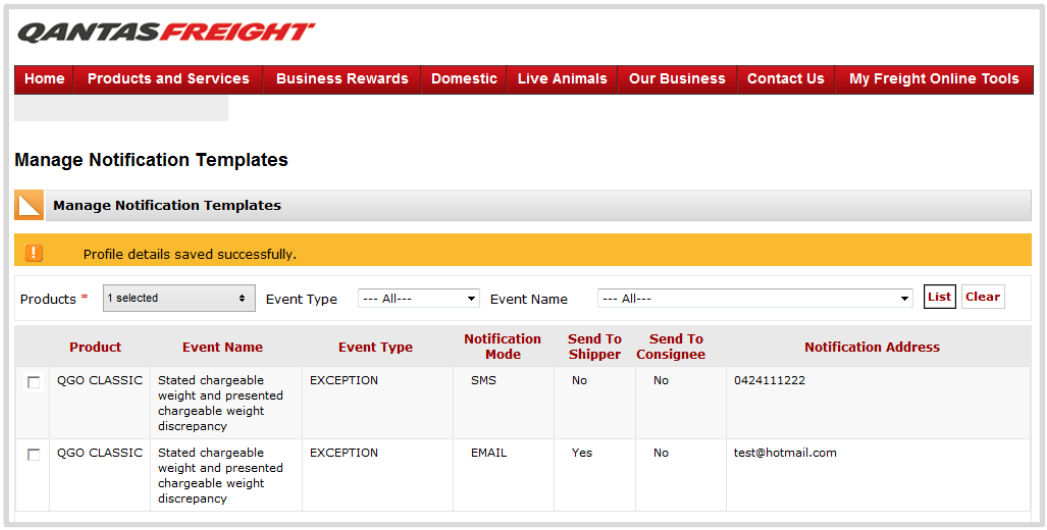


If you have the ability to specify both email and SMS, add a second row with Notification Mode 'SMS' and the mobile number. When saved, two rows will be displayed:



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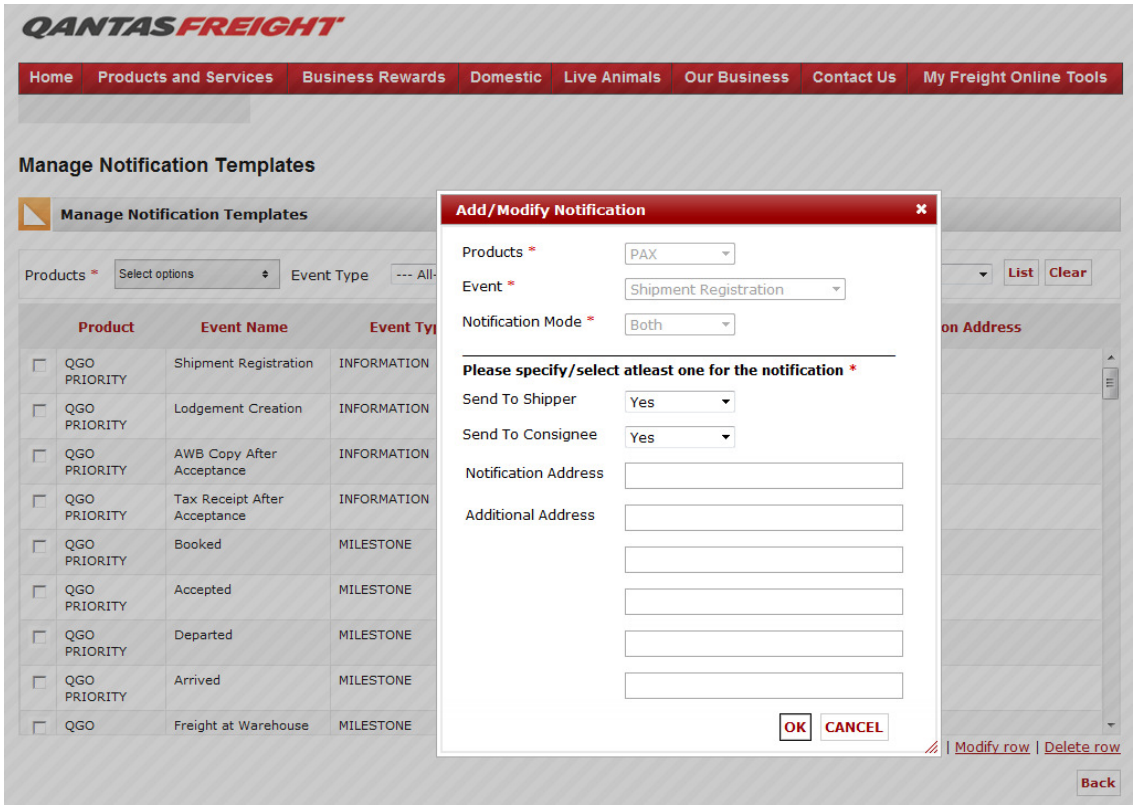
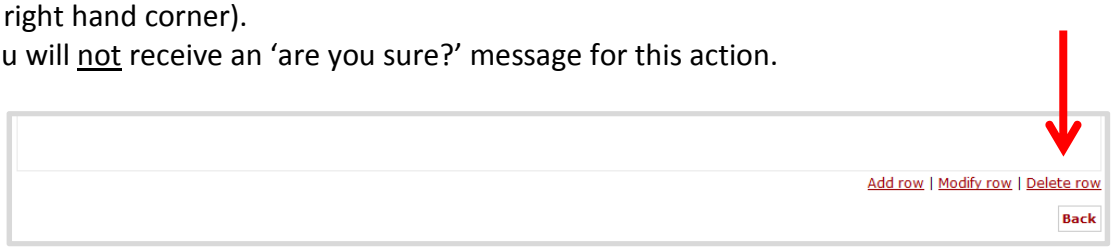
5.1.5 Modify a notification:

Click the checkbox next to a notification, then click 'Modify row'. A pop-up is displayed where you can view/modify the details of the notification:



5.1.6 Delete a notification:

Select the checkbox against a notification that you want to delete, then click 'Delete row' (bottom right hand corner).
Note: You will <u>not</u> receive an 'are you sure?' message for this action.



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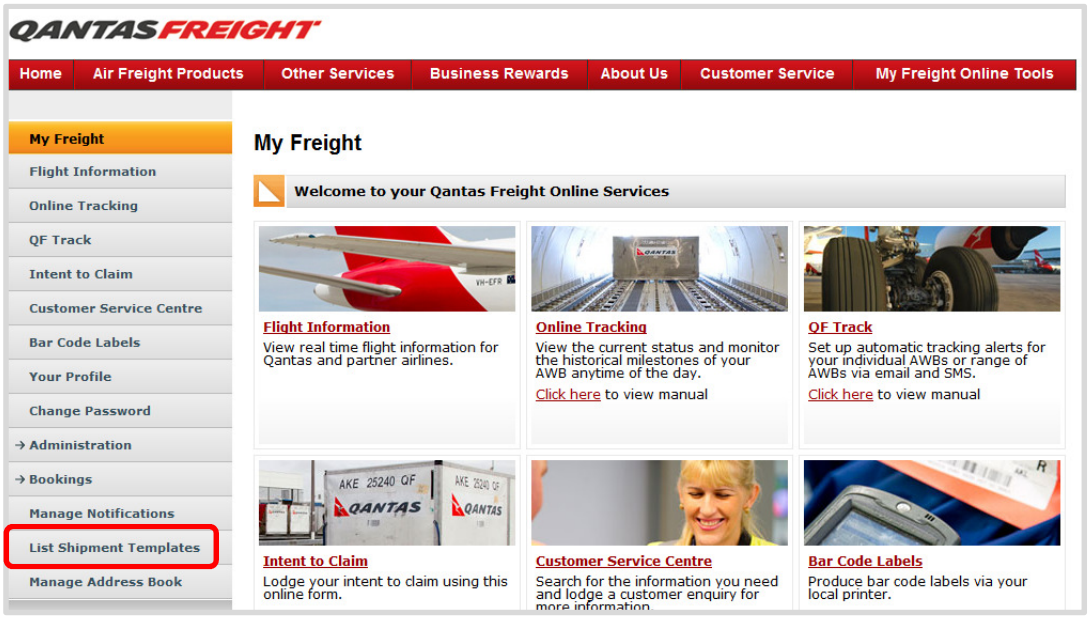
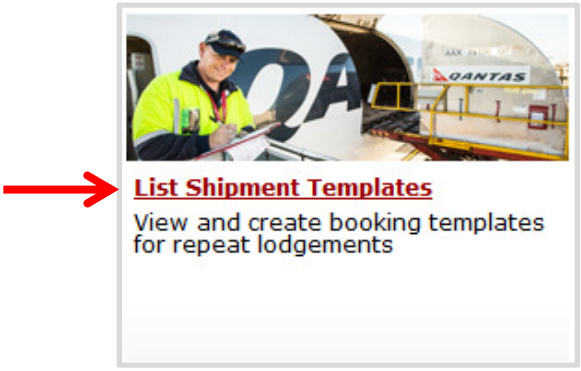
6 Shipment Templates

If you use the domestic online booking tool regularly it will be beneficial to create shipment templates to save time when you make bookings.

Shipment Templates from eShipment will be copied to the new booking tool. Like in eShipment, templates will be shared by all users in your company.

Logon to qantasfreight.com, and select 'List Shipment Templates' from the left hand menu or click on the link 'List Shipment Templates' as shown below.


QANTAS FREIGHT
Home
Air Freight Products
Other Services
Business Rewards
About Us
Customer Service
My Freight Online Tools
My Freight
Flight Information
Online Tracking
QF Track
Intent to Claim
Customer Service Centre
Bar Code Labels
Your Profile
Change Password
Administration
Bookings
Manage Notifications
List Shipment Templates
Manage Address Book
My Freight
Welcome to your Qantas Freight Online Services
Flight Information
View real time flight information for Qantas and partner airlines.
Online Tracking
View the current status and monitor the historical milestones of your AWB anytime of the day.
Click here to view manual
QF Track
Set up automatic tracking alerts for your individual AWBs or range of AWBs via email and SMS.
Click here to view manual
Intent to Claim
Lodge your intent to claim using this online form.
Customer Service Centre
Search for the information you need and lodge a customer enquiry for
Bar Code Labels
Produce bar code labels via your local printer.



This will take you to the 'Manage Shipment Template' screen where you can create or modify your shipment templates.

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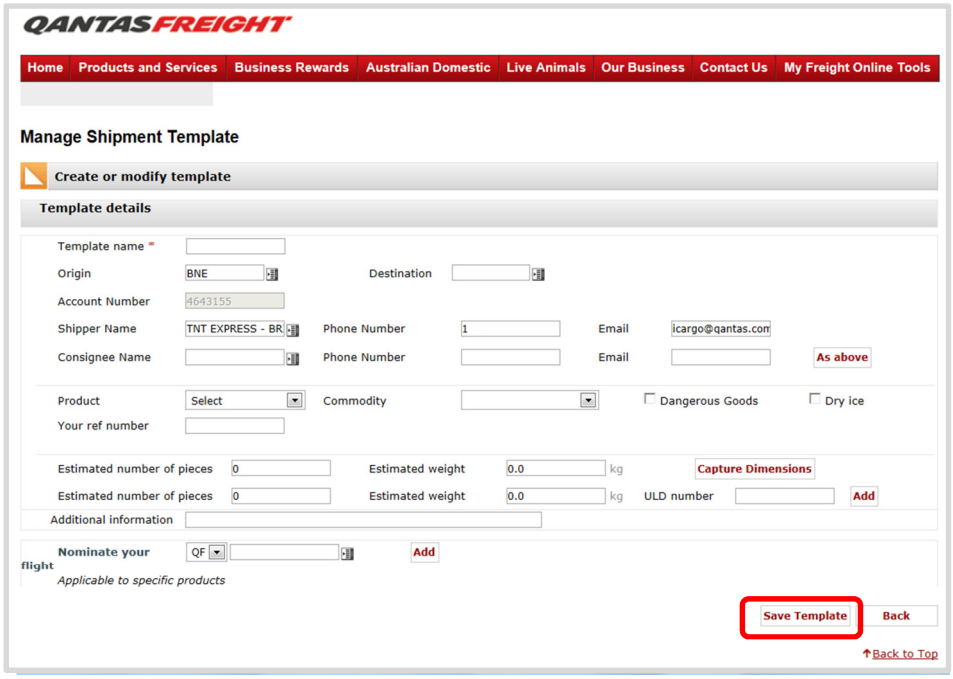
6.1.1 Create a new Shipment Template

When you create a new shipment template you can enter as much or as little information as you like to be saved as a template. The more information you capture in the template, the more time you save when making your booking.

Each template will need to be given a 'Template name' which you will see when you use the 'Load Template' function when you make a booking.

Once you have entered the information required for your template, you must click 'Save Template'



Now when you go to 'Make a booking' and click the 'Load Template' button you have the option to select from your templates that you have already created to pre-populate the relevant fields.

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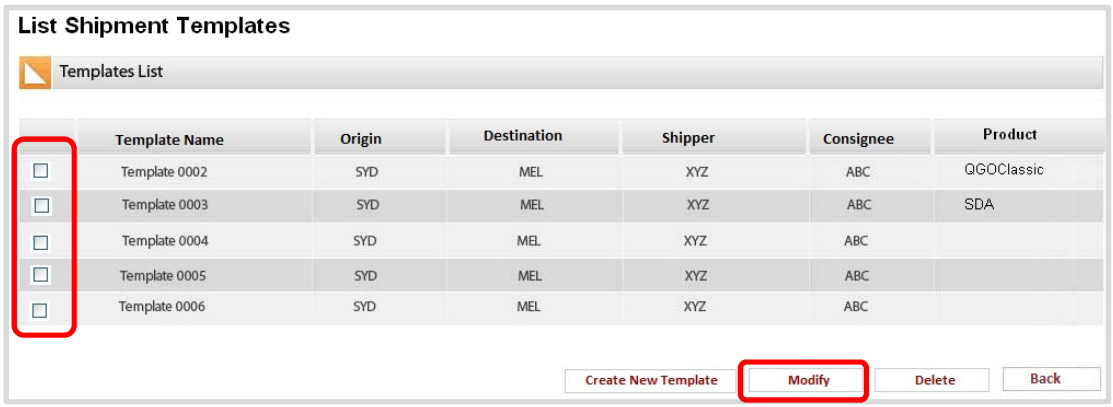
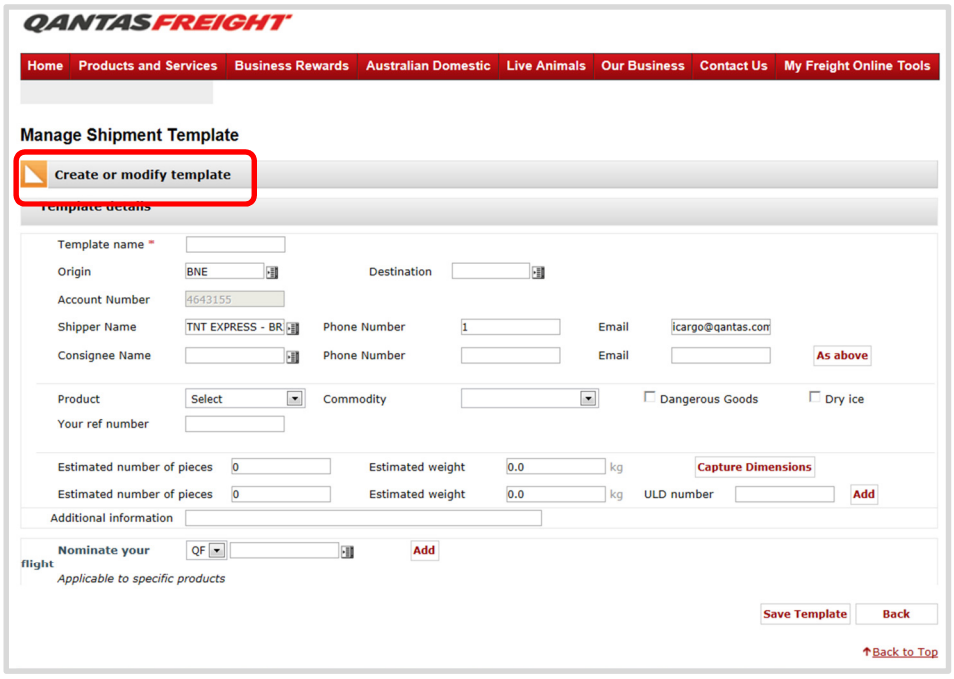
6.1.2 List Shipment Templates

If you go to the 'List Shipment Templates' screen you can select a template from the list and then click 'Modify' to edit the details.



6.1.3 Create/Modify Shipment Registration Template

To 'create or modify' a shipment template, you can simply enter the updated information in the required fields and click 'Save Template'.



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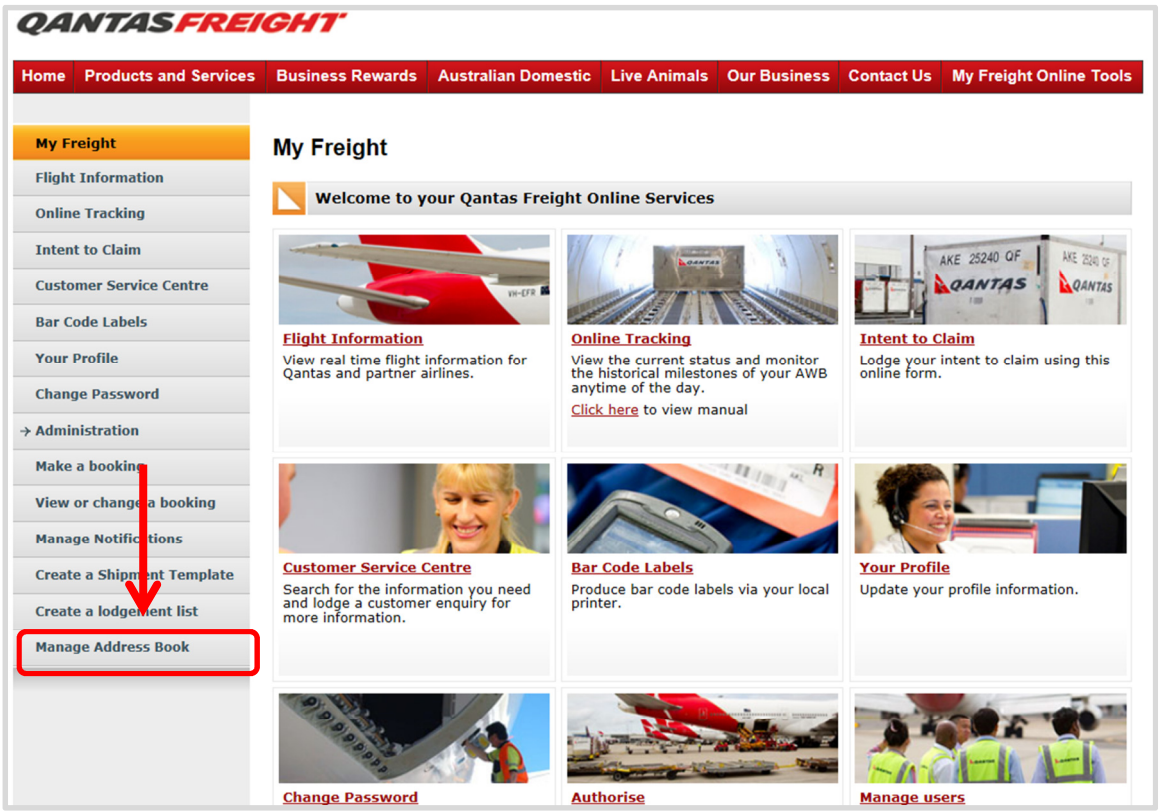
7 Address Book

7.1 Access Address Book Function

If you use the domestic online booking tool regularly it will be beneficial to utilise the Address Book to save time when you make bookings.

The Address Book from eShipment will be copied to the new booking tool. Like in eShipment, your Address Book will be shared by all users in your company.

Go to My Freight – Home page and click on 'Manage Address Book' from the menu on the left hand side of screen or follow the link as shown below.



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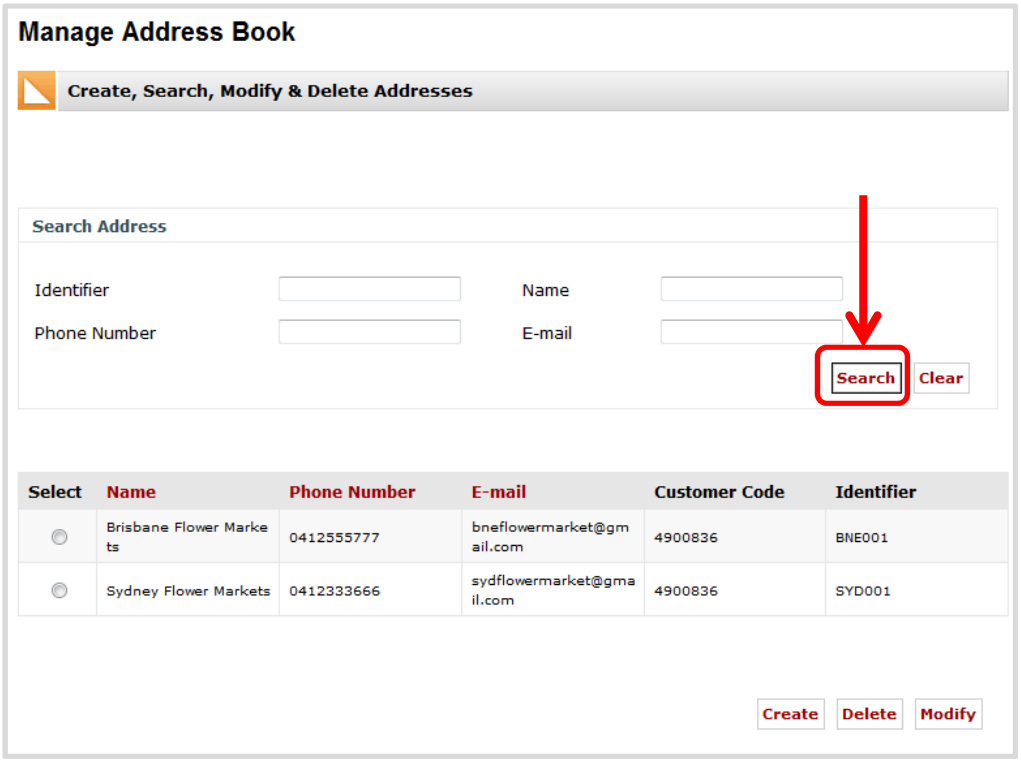
7.2 Simpler Address Books

To keep things simple, Address Books in the new booking tool only contain contact names, phone numbers, and email addresses. As eShipment did not store email addresses for your contacts you will need to add email addresses to each Address Book item by using the 'Modify' function.

From the 'Manage Address Book' page if you click 'Search' all your address book items will be listed.

TIP: *You may like to restrict your search by entering a value in any of the available search parameters. E.g Identifier, Name etc*



From this screen you have the options to do the following:

7.2.1 Create

This allows you to create a new Address Book entry. You must complete all fields when creating a new entry in the address book.

The 'Identifier' field is free text and can be used to categorise your entry.

E.g BNE Regional

(The identifier field will be used when you are managing your address book)

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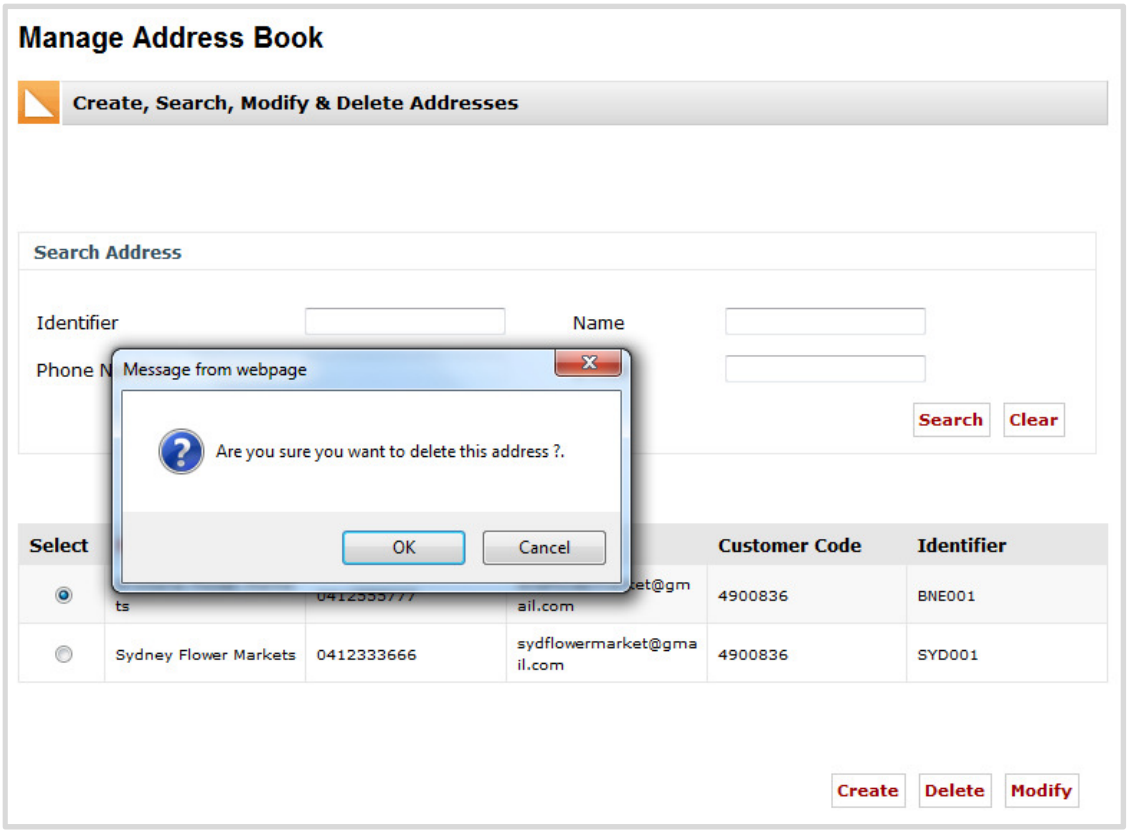
7.2.2 Delete

This allows you to delete the Address Book item. You need to select the address to be deleted and then click 'Delete'. The 'Are you sure you want to delete this address?' message will pop-up. If so click 'OK'.



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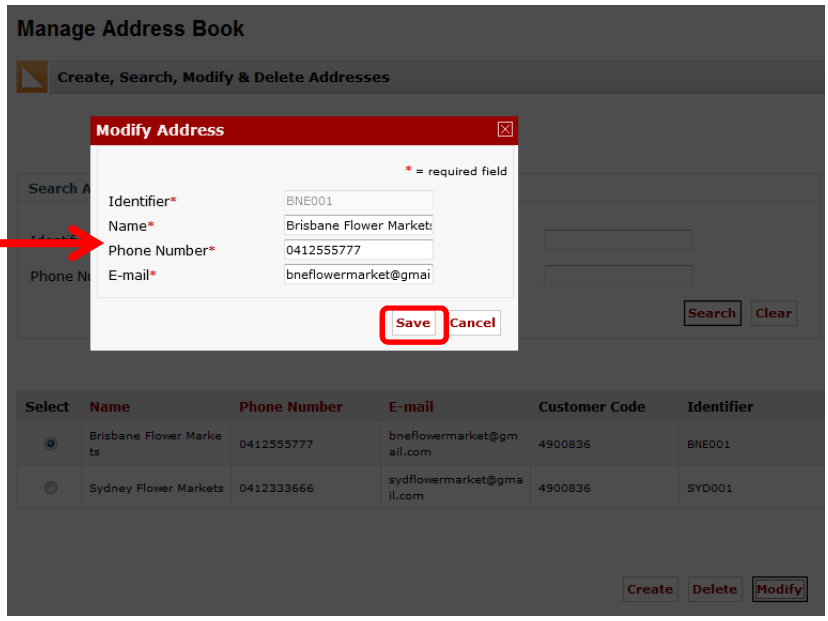
7.2.3 Modify

This allows you to update an existing Address book item.

Select one Address Book entry and click ‘Modify’.

You can simply edit the required fields and click ‘Save’



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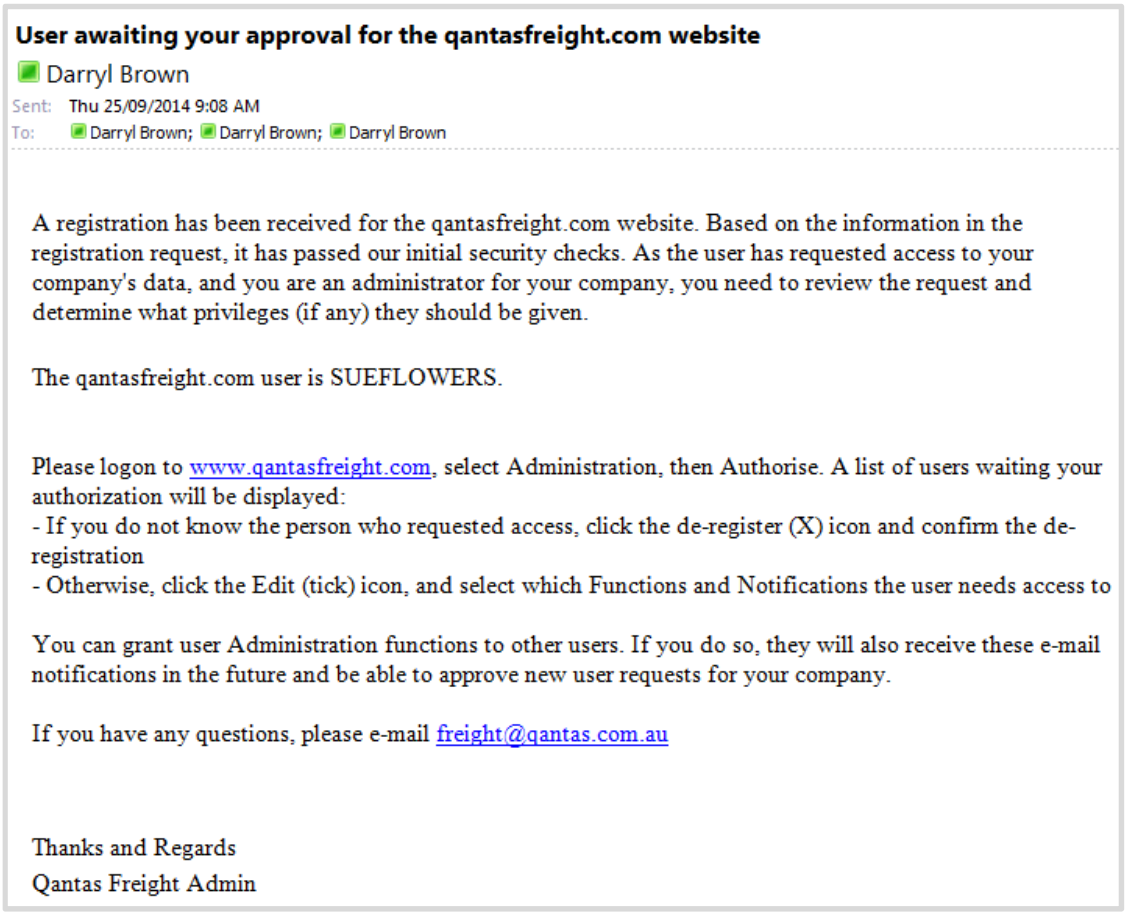
8 User Administration

8.1 Customer Administration

Customer Administrators are users who have the ability to manage other users within their company. Each company will have one or more customer administrators.

When a new user registers for qantasfreight.com using your company name, the new user and Qantas Freight will receive email confirmation of their registration. At this time, the new user will have minimal functionality on the website.

Qantas Freight will do some basic validation of the user, and then forward the user details for approval by a customer administrator. The new user and all customer administrators in the company will receive the following email:



User awaiting your approval for the qantasfreight.com website

Darryl Brown

Sent: Thu 25/09/2014 9:08 AM

To: Darryl Brown; Darryl Brown; Darryl Brown

A registration has been received for the qantasfreight.com website. Based on the information in the registration request, it has passed our initial security checks. As the user has requested access to your company's data, and you are an administrator for your company, you need to review the request and determine what privileges (if any) they should be given.

The qantasfreight.com user is SUEFLOWERS.

Please logon to www.qantasfreight.com, select Administration, then Authorise. A list of users waiting your authorization will be displayed:
- If you do not know the person who requested access, click the de-register (X) icon and confirm the de-registration
- Otherwise, click the Edit (tick) icon, and select which Functions and Notifications the user needs access to

You can grant user Administration functions to other users. If you do so, they will also receive these e-mail notifications in the future and be able to approve new user requests for your company.

If you have any questions, please e-mail freight@qantas.com.au

Thanks and Regards
Qantas Freight Admin

When you receive this email, you will need to login to qantasfreight.com to authorise the user.

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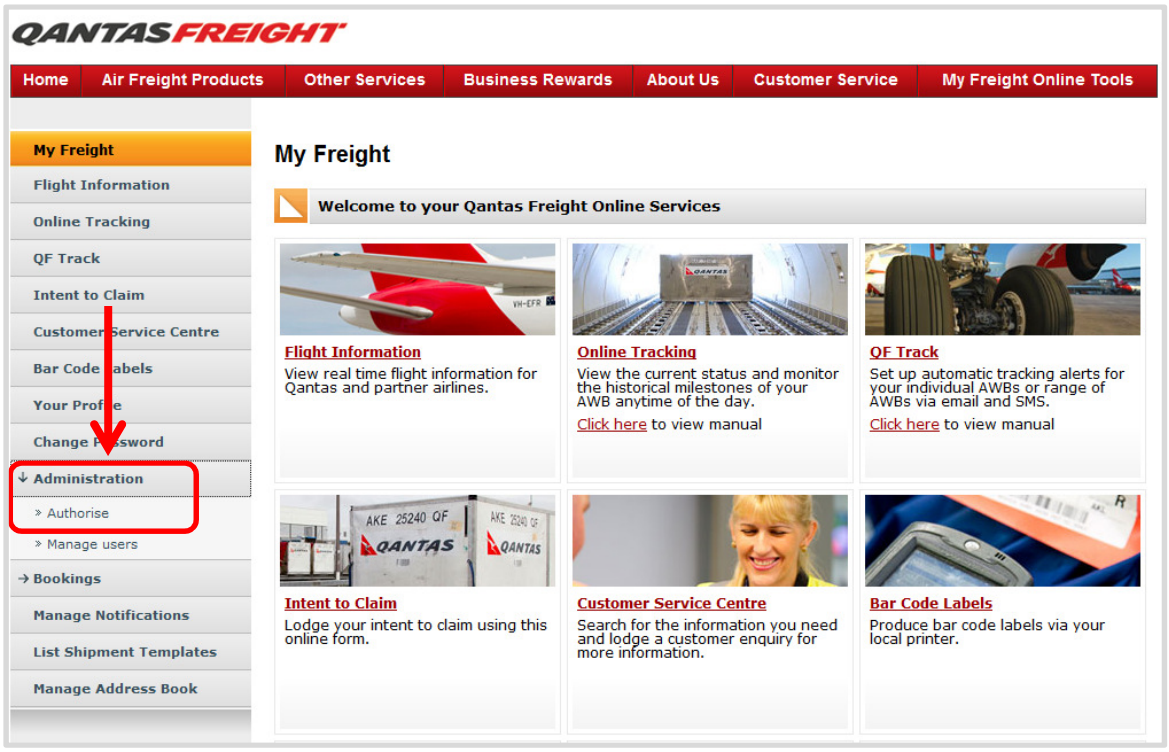
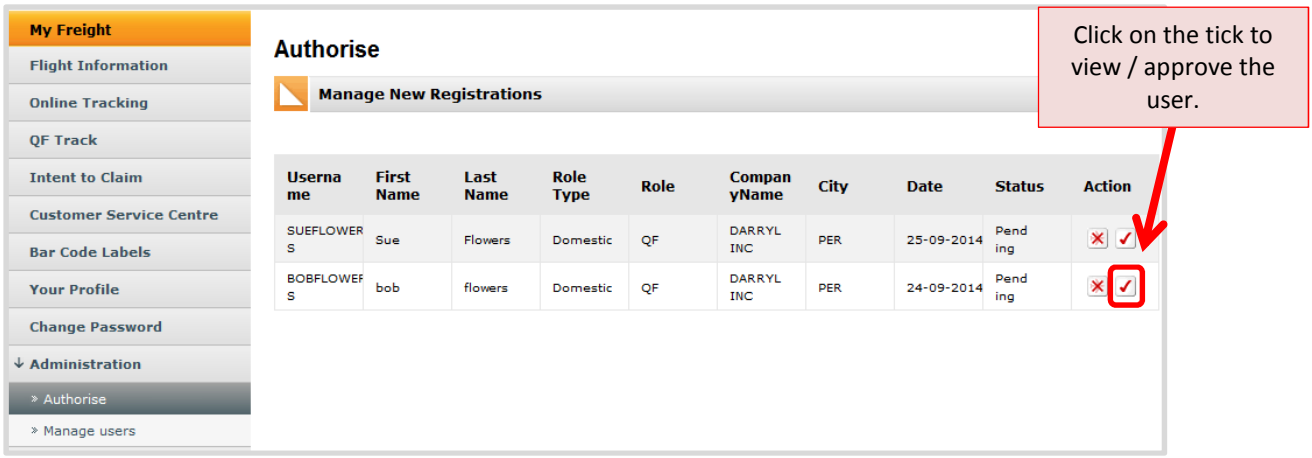
8.2 Authorising a user

Logon to qantasfreight.com, and select 'Administration', then click on 'Authorise' from the left hand menu (or click on the link in the centre squares).


QANTAS FREIGHT
Home
Air Freight Products
Other Services
Business Rewards
About Us
Customer Service
My Freight Online Tools
My Freight
Flight Information
Online Tracking
QF Track
Intent to Claim
Customer Service Centre
Bar Code Labels
Your Profile
Change Password
Administration
Authorise
Manage users
Bookings
Manage Notifications
List Shipment Templates
Manage Address Book
My Freight
Welcome to your Qantas Freight Online Services
Flight Information
View real time flight information for Qantas and partner airlines.
Online Tracking
View the current status and monitor the historical milestones of your AWB anytime of the day.
Click here to view manual
QF Track
Set up automatic tracking alerts for your individual AWBs or range of AWBs via email and SMS.
Click here to view manual
Intent to Claim
Lodge your intent to claim using this online form.
Customer Service Centre
Search for the information you need and lodge a customer enquiry for more information.
Bar Code Labels
Produce bar code labels via your local printer.

After selecting 'Authorise', you will see a list of users pending authorisation:



Note: *If you cannot see a user that you received an email for, it may be that another customer administrator in your company has already actioned them.*

Under the 'Action' column;

- click on the tick ✓ to view/approve the user
- click on the cross ✗ to de-register the user (i.e. delete their qantasfreight.com user id)

You will get an 'Are you sure?' message to confirm the deletion. (see image p36)

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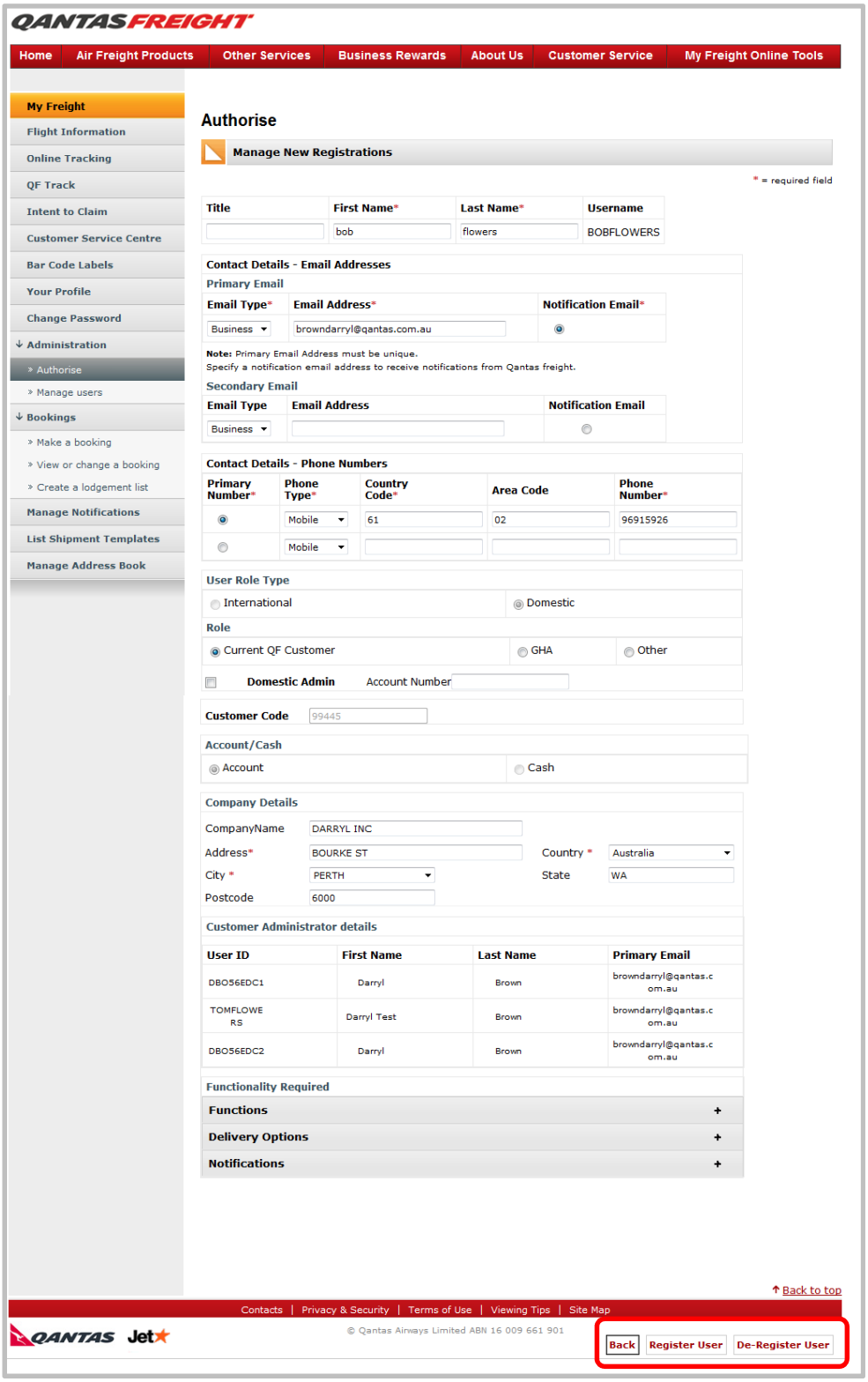
8.2.1 Authorise screen



Please note: There is currently an issue with older Internet Explorer browser versions. The action buttons at the bottom of the page (Back, Register User, De-register User) initially appear below the page footer. When you go to click one, they 'jump' to their correct position above the page footer. You will need to hover over the required button again and click on it.

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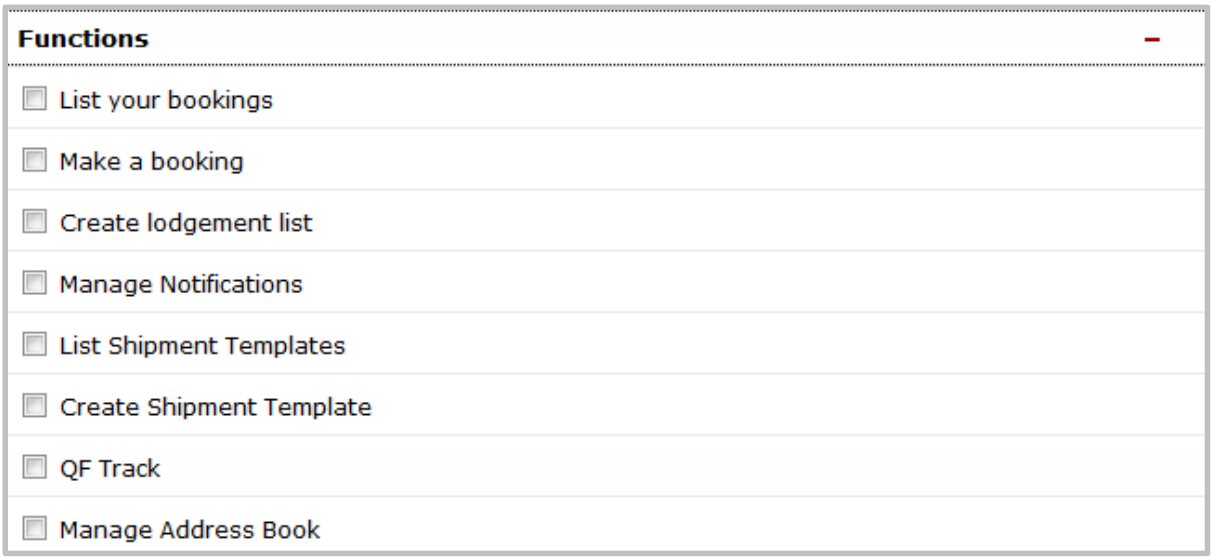
When viewing the user from this screen, you will notice many of the fields will be protected and cannot be changed. (The user can alter some of these themselves via the 'Your Profile' option).

As a Customer Administrator, you can decide what Functions, Delivery Options and Notifications to give this user, based on the work they do.

Under the heading **Functionality Required** you can click on:

8.2.1.1 Functions

Here you can determine the Domestic Online Booking functions that you want this user to have access to by clicking in the check box next to the Function.



Notes

1. You may want to restrict some users from being able to Manage Notifications. This function allows them to alter what air waybill notifications are sent to your company. Operationally, you may want a certain set sent, but users from different departments may not know this and change the settings, which will impact all AWB notifications for your company.
2. Similarly, any change made to Templates or Address Books will be seen by all users for your company.

8.2.1.2 Delivery Options

It is not necessary to change the default Delivery Options. They are used in the QF Track function so that the user can specify in what format they want push notifications to be emailed to them:

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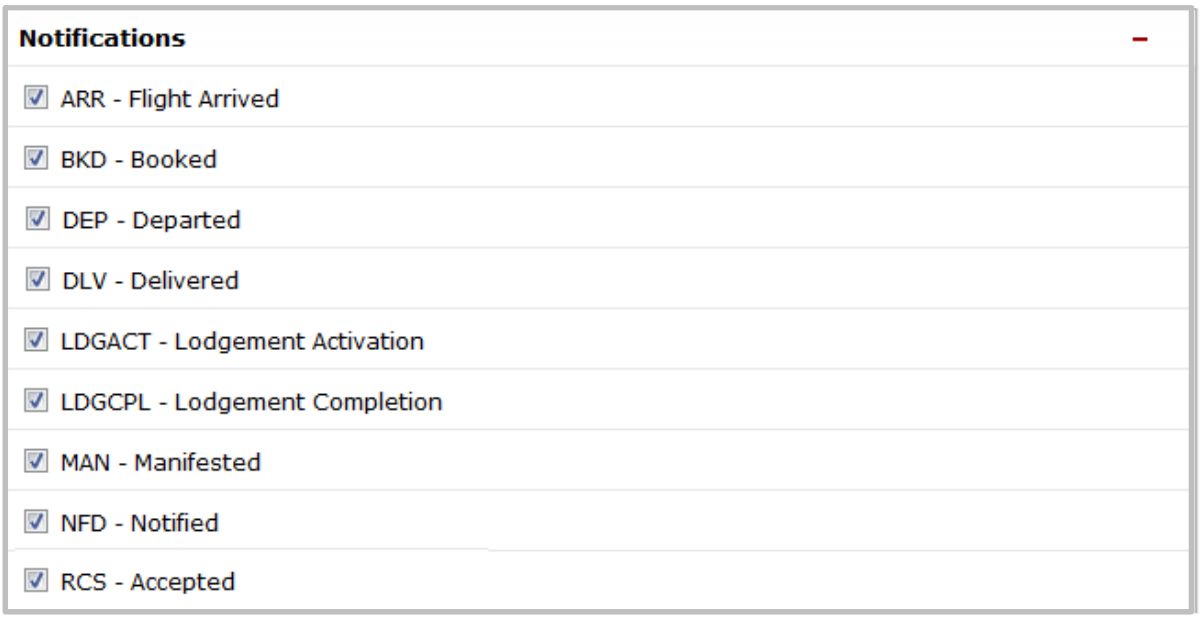
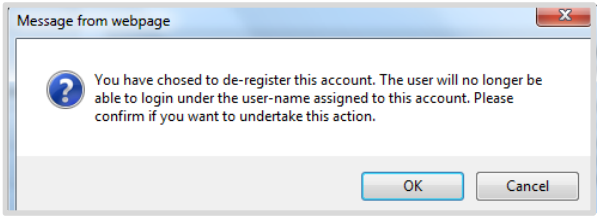
8.2.1.3 Notifications

These are the milestones that the user will be able to see for an air waybill (AWB) via the gantasfreight.com Online Tracking and QF Track options:



Once you have determined what options to give this user, click the 'Register User' button at the bottom of the page:

Alternatively, clicking 'Back' returns you to the list of users to be authorised and if you click the 'De-Register' button, this deletes the user from gantasfreight.com. The 'Are you sure' message will be displayed prior to the account being deleted.


Message from webpage
You have chosed to de-register this account. The user will no longer be able to login under the user-name assigned to this account. Please confirm if you want to undertake this action.
OK
Cancel

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After you have authorised the user, they will receive an email advising them what privileges they now have access to. If they are currently logged on to qantasfreight.com, they will need to logoff and logon again to refresh their profile.

The following image is an example of the email that will be received.

Your qantasfreight.com profile has now been authorised

freight@qantas.com.au

Sent: Wed 17/09/2014 10:12 AM

To: Darryl Brown

Your qantasfreight.com profile has now been authorised

Your profile tomflowers has access to all eligible functionality.

These updates will be reflected when you next log into qantasfreight.com. Your complete set of functionality is as follows:
Bar Code Labels
Change Password
Create lodgement list
Create Shipment Templates
Customer Service Centre
Flight Information
Intent to Claim
List Shipment Templates
List your bookings
Make a booking
Manage Address Book
Manage Notifications
Online Tracking
QF Track
Your Profile

If you would like to know more about the functionality available on qantasfreight.com, please visit the eBusiness page.

Kind Regards,

Qantas Freight eBusiness Team

If you want to make this user a customer administrator for your company, you need to authorise them, then add the User Management functions.

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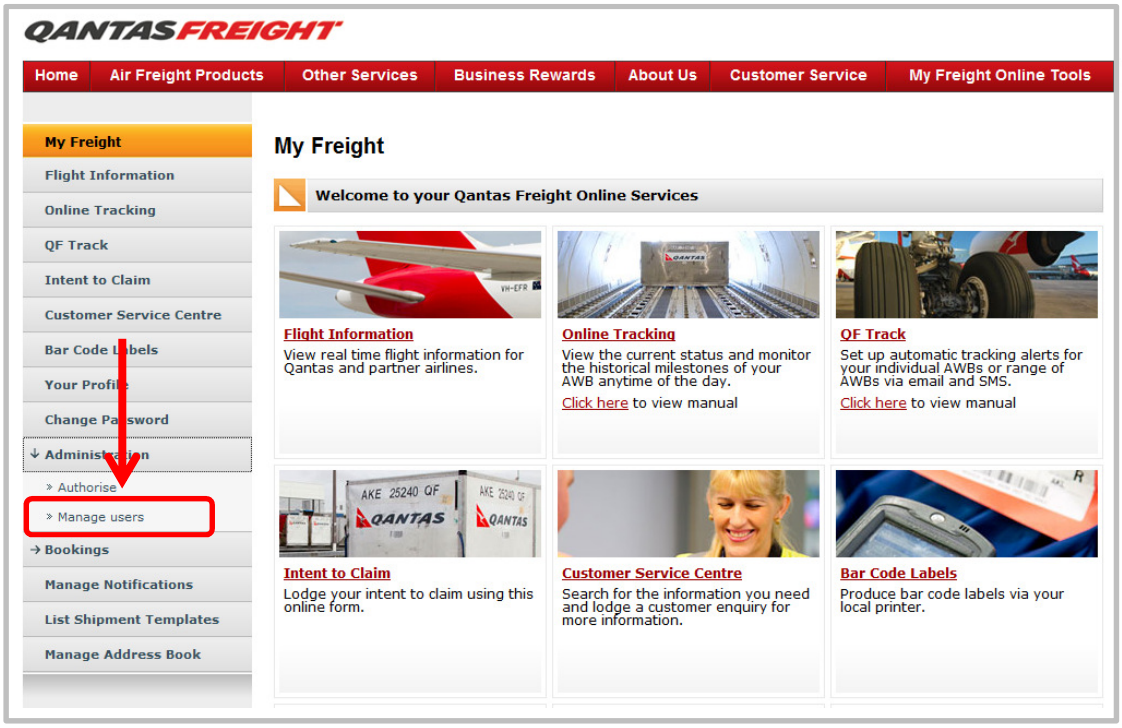
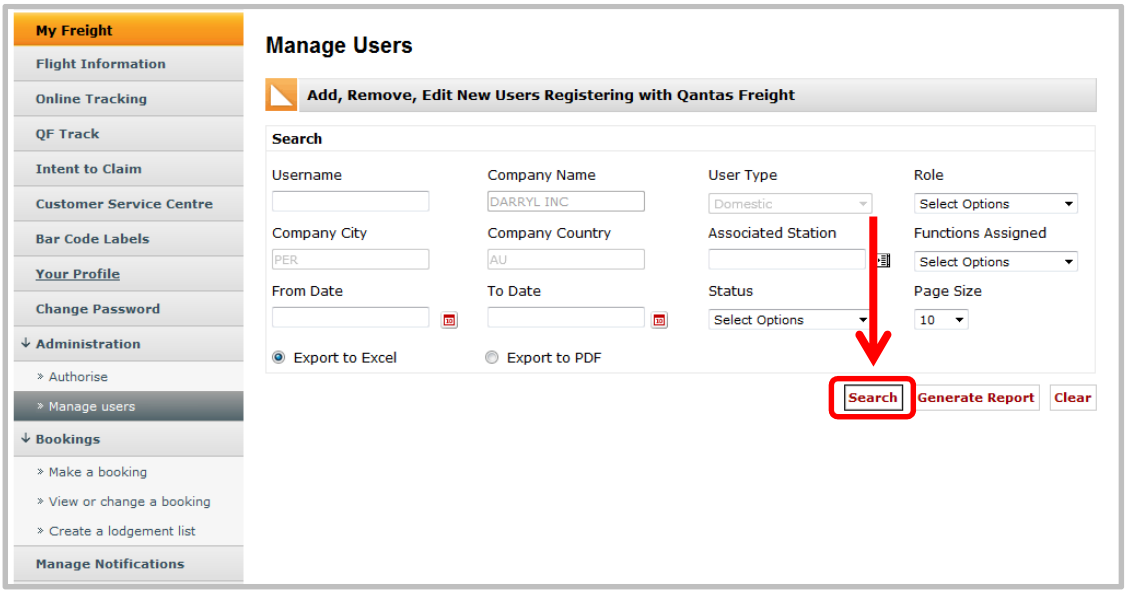
8.3 Managing Users

Once a user is authorised, any updates or de-registering (e.g. when they leave your company) is done via the 'Administration', 'Manage users' menu option from the 'My Freight' screen.


QANTAS FREIGHT
Home
Air Freight Products
Other Services
Business Rewards
About Us
Customer Service
My Freight Online Tools
My Freight
Flight Information
Online Tracking
QF Track
Intent to Claim
Customer Service Centre
Bar Code Labels
Your Profile
Change Password
Administration
Authorise
Manage users
Bookings
Manage Notifications
List Shipment Templates
Manage Address Book
My Freight
Welcome to your Qantas Freight Online Services
Flight Information
View real time flight information for Qantas and partner airlines.
Online Tracking
View the current status and monitor the historical milestones of your AWB anytime of the day.
Click here to view manual
QF Track
Set up automatic tracking alerts for your individual AWBs or range of AWBs via email and SMS.
Click here to view manual
Intent to Claim
Lodge your intent to claim using this online form.
Customer Service Centre
Search for the information you need and lodge a customer enquiry for more information.
Bar Code Labels
Produce bar code labels via your local printer.

Clicking on this option will give you the Manage Users search screen:



Some of the search options will be protected and cannot be changed – this limits searches to users within your company. Enter any search options required, then click 'Search':

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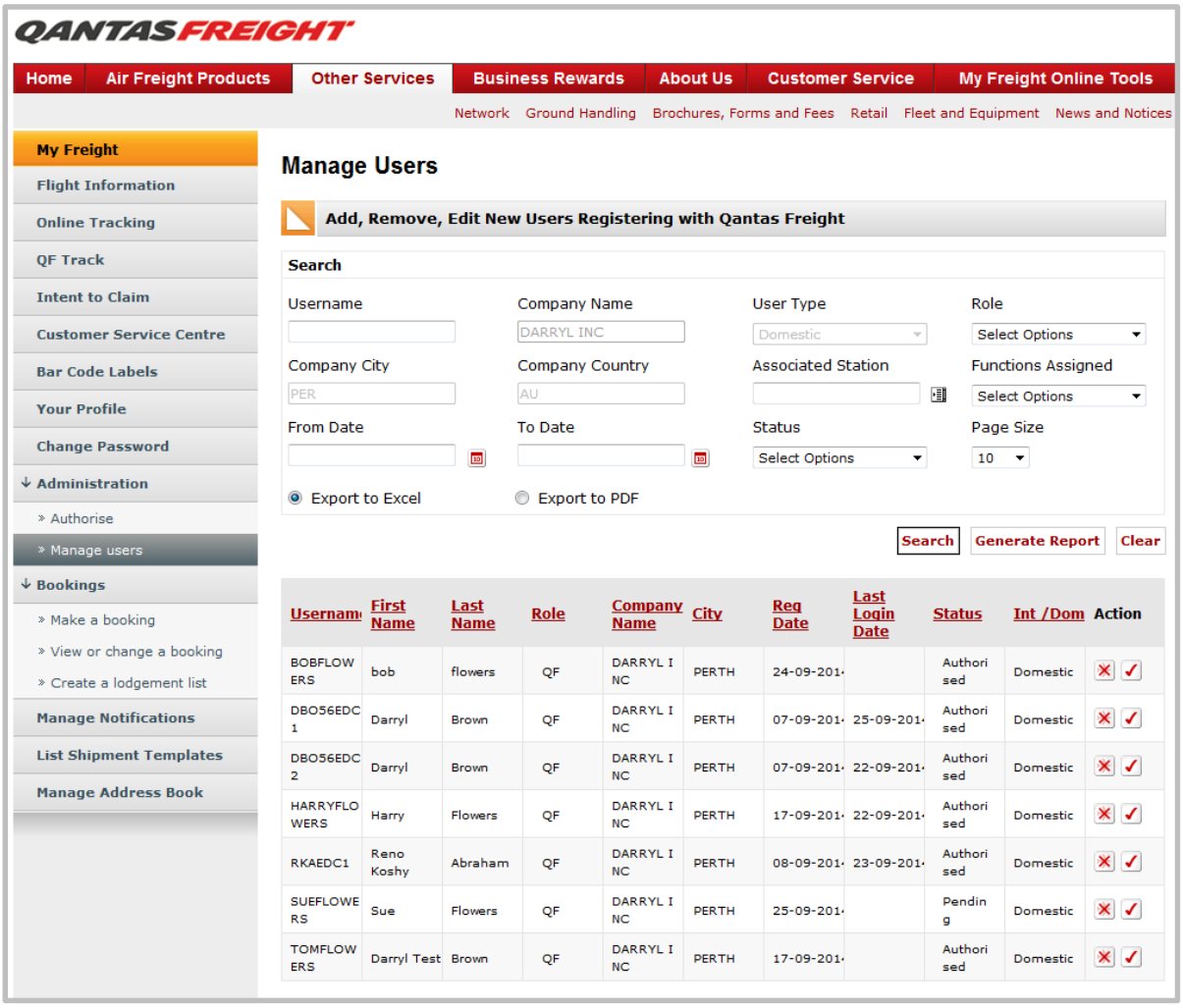
Alternatively you may click ‘Generate Report’, which will export the search results to Excel or PDF, as selected in the search options.

From the search result page, you can click the tick to view/modify a user, or the cross to de-register them. Once again you will receive an ‘are you sure?’ message.



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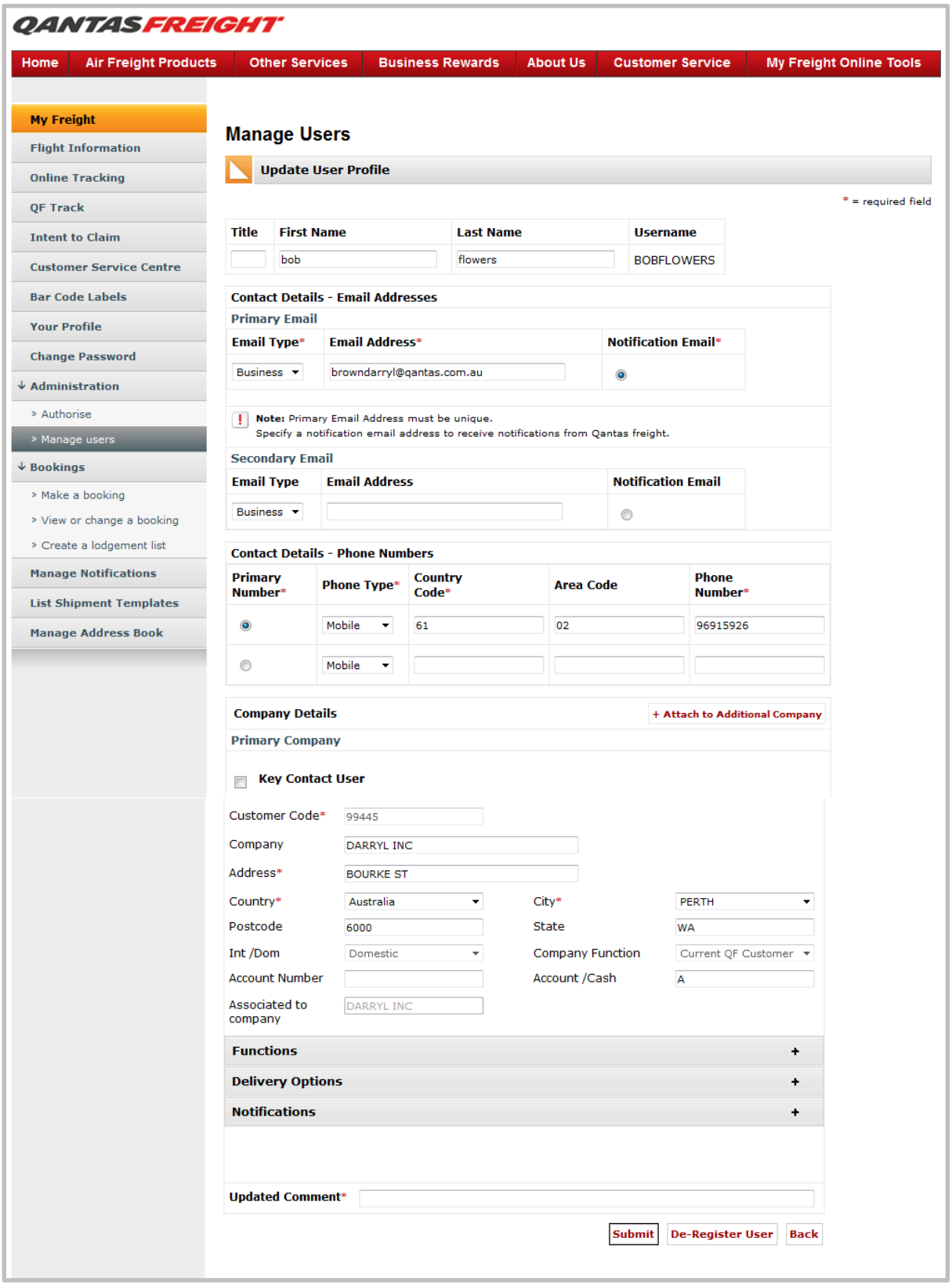
When you view/modify a user, the page is similar to the 'Authorise' user page:



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Typical things you may wish to do include:

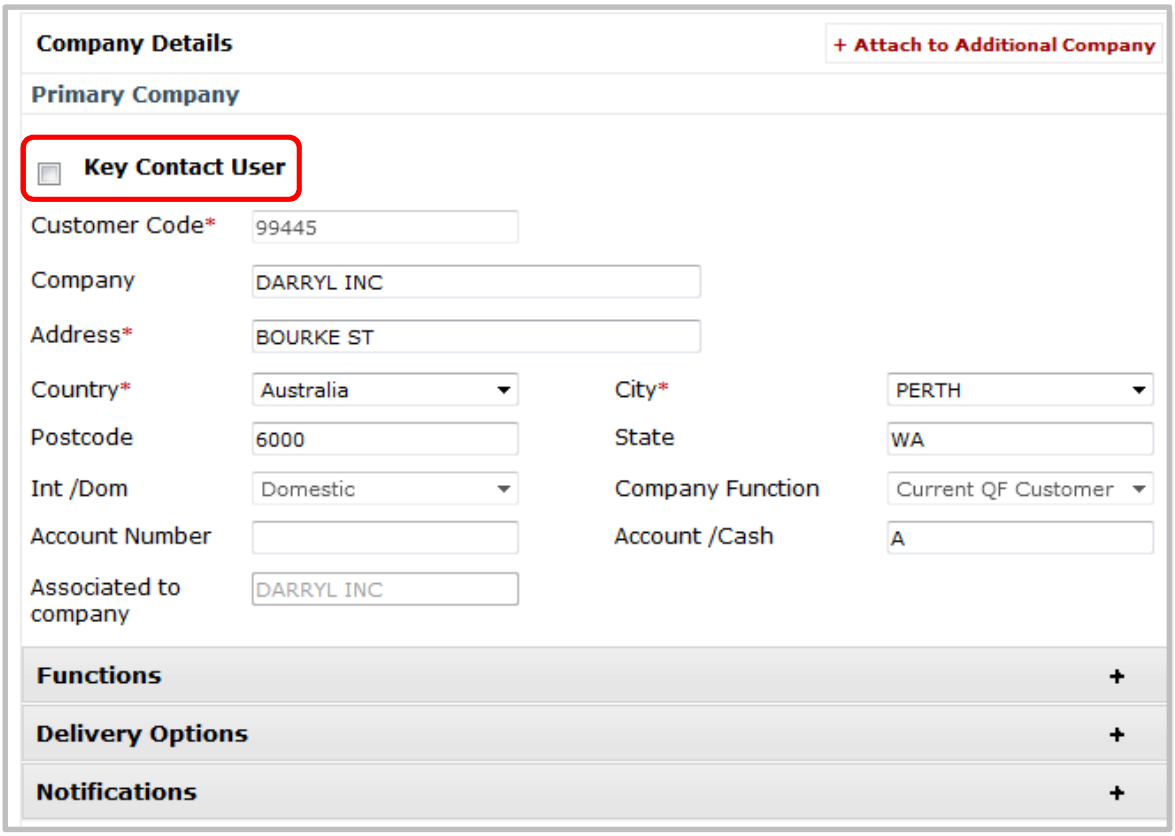
1. Altering the Functions, Delivery Options or Notifications for the user
2. De-registering the user e.g. if they have left your company
3. Making the user a customer administrator – for more details, refer below
4. Attaching the user to another company – for more details, refer below

When you update a user, you must enter an Update Comment e.g. “Added List Shipment”. For audit purposes, this comment, along with your user details and the date and time, are stored in Qantas Freight’s audit database, should it be necessary to determine who updated a user.

8.4 Creating a Customer Administrator

To create a Customer Administrator, you will first need to have authorised the user.
Go to ‘Administration’ and then ‘Manage users’, search for the user, and display their details.

In the ‘Company Details’ section, there is a checkbox ‘Key Contact User’:



Check this box, and the page will refresh.

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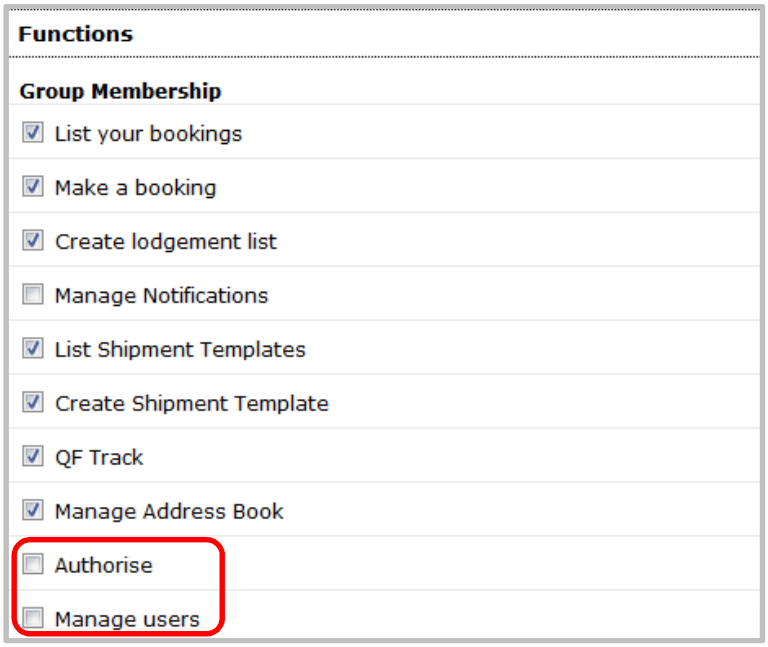
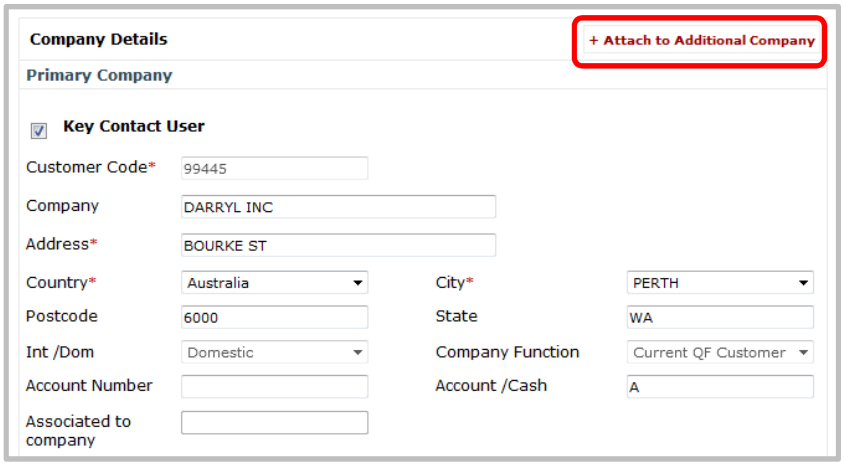
After the refresh, click the 'Functions' heading, and you will see the additional user administration functions:



Check 'Authorise' and 'Manage users', add an Update Comment, and save the user. Next time the user logs on to qantasfreight.com, they will see the 'Administration' menu option. They will also start to receive authorisation emails when new users register against your company.

8.5 Attaching a user profile to Additional Company

In the Qantas iCargo system, if a customer has branches in different locations, each may be setup with different customer codes. A user is by default associated with a single customer code, but additional ones can be added if required. In the first instance, the customer administrator should email freight@qantas.com.au to get access to other customer codes for their company.
Once they have that, they can then give access to that customer code to other users in their company. This is done by clicking the 'Attach to Additional Company' button:



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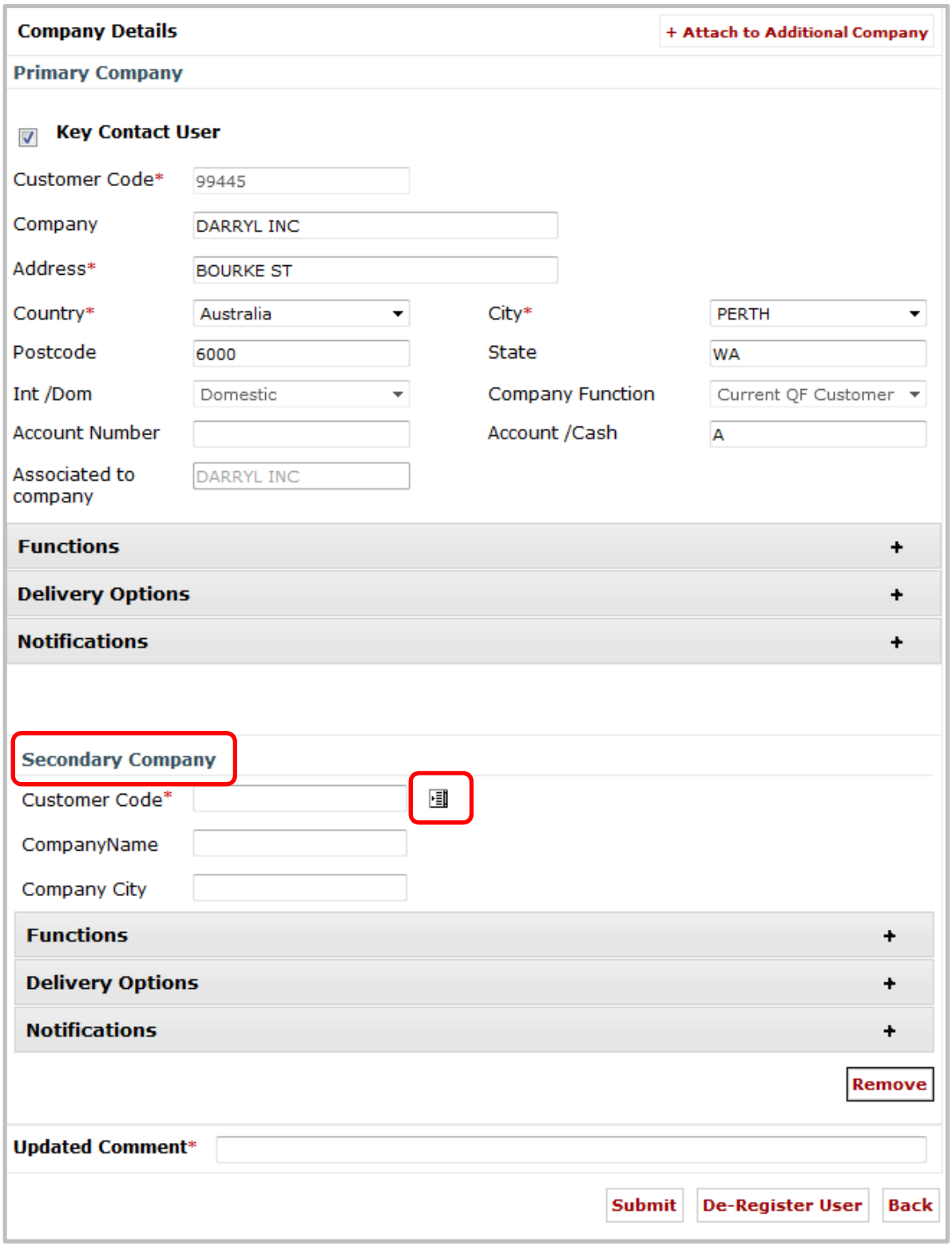
Once the screen refreshes, a Secondary Company section will appear – see below:



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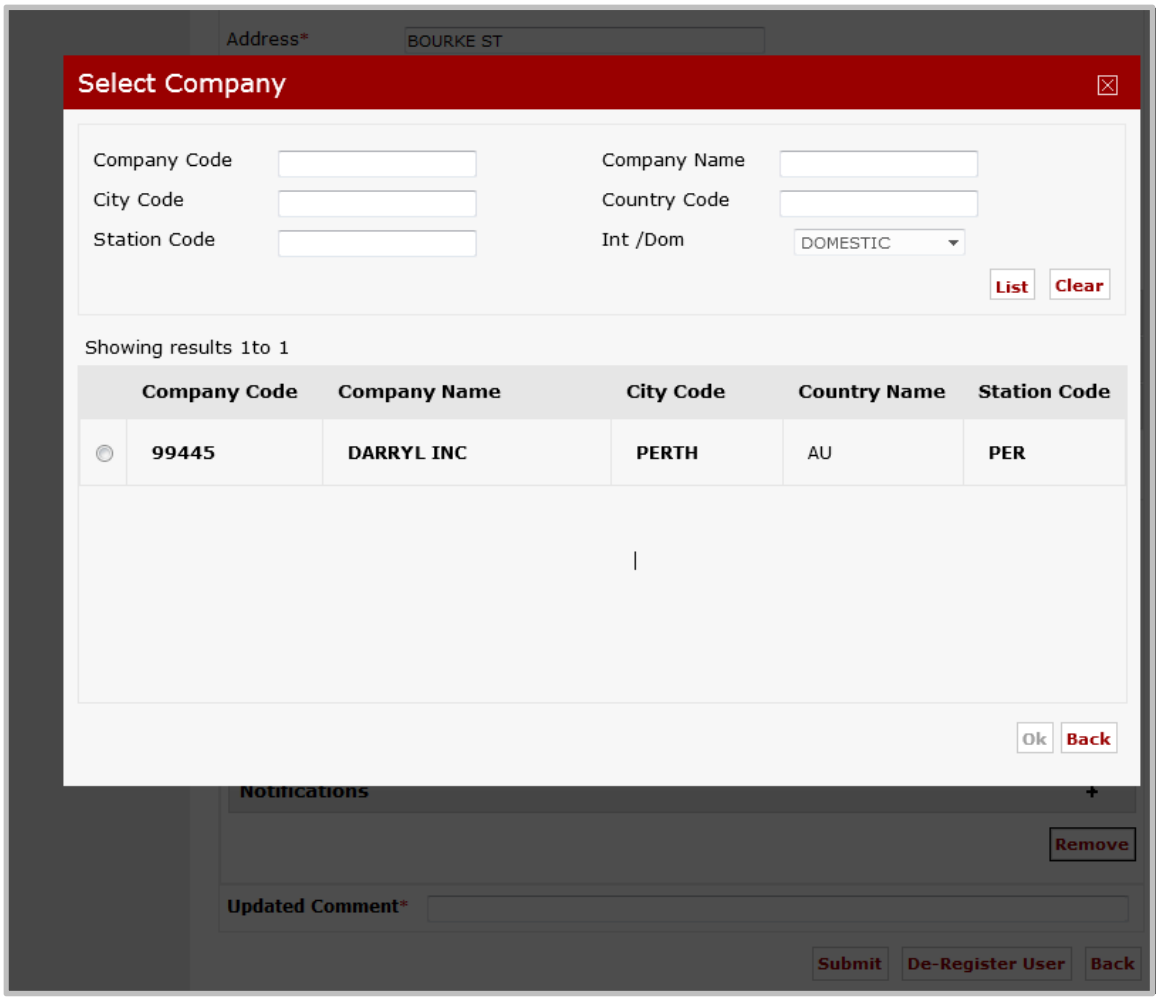
Enter the customer code, or search for the customer by clicking the List of Values box to the right of the Customer Code box: (This is highlighted on the screen shot on previous page)



Once you have selected a customer code, give the user the required Functions, Delivery Options and Notifications, add an Update comment, and then click 'Submit'.

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